

Bruggemeyer Memorial Library
City of Monterey Park
California

COMMUNITY LIBRARY NEEDS
ASSESSMENT

(Section 20440: Appendix 3)

May 2001

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Bruggemeyer Memorial Library (Monterey Park) Community Library Needs Assessment

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Section 2. Overall Executive Summary

The existing Library has served its community well, but is now seriously smaller than the size of a library facility needed by the community presently and in the future. This has been an apparent and worsening situation for at least the last ten years. The community is pleased with the expansion of services over the past few years including extended hours of service, seven day operation, establishment of citizenship classes and homework help and addition of computers with Internet access – but as beneficial as these advances in service have been, they have made more apparent the basic inadequacy of the library building. The existing Library dates back to a pre-1980's time when THE LOS ANGELES TIMES called Monterey Park “Middle-America in Southern California.” In those days it was adequate for the community's needs. As the Needs Assessment shows, Monterey Park has become a dramatically diverse ethnic community; heavily Asian (61.5 percent) and Latino (28.9 percent) with the remaining portion a mix of “other” – mostly the remnant of the old “Middle America.” The City is one of the few communities in southern California where racial and ethnic minority groups make up the majority of the population. The large Asian population is mostly Chinese (36.2 percent of the total population) including many recent Chinese immigrants (as the Library's LAMP Literacy Program can attest), Japanese (10 percent), Vietnamese (5 percent) and Korean (2 percent). Ethnicity within the Latino community is predominately Mexican. With the shift in population came a change in the Library use and demand. The immigrant population, eager for education as the perhaps the most significant factor in the acculturation process, use the Library very heavily. Now, it is often the case that there are no available seats for people arriving at the Library. The community uses its library heavily. According to the Southern California Association of Governments, its population is estimated to grow to about 72,000 over the next twenty years. It is and will continue to be one of the most diverse cities in the State. People of all ages and background use and deserve services from the Library. Over the next twenty years, the Library will need to be able to continue to deliver existing services, to improve services already offered, and to implement and deliver new services.

The Library must respond to many different voices in the community, all needing and entitled to library services. Consultant Stockton Associates gained input for this study via focus groups, interviews of community leaders and a survey sent to every household in Monterey Park (the survey was available in Chinese, Spanish and Vietnamese). Community input gathered during the study indicates the need for expansion of several Library programs that reflect the library's demographics – the Children's programs, in which the Library provides homework and study assistance; the LAMP literacy program, providing those who speak little or no English with training in English speaking and reading – and the Citizenship classes, an outgrowth of the LAMP literacy program. These are programs heavily supported by the volunteer efforts of community residents. However, the programs are in dire need of adequate space to perform to their potential. Physical expansion for these program areas must be identified in the projected library layout. The collections need space to accommodate materials in all languages represented in the community and to be accessible to all ages. This

supports newcomers learning about their new world as well as continuing the connection to the culture from which they come. The Library strives to meet these needs. Extensive varied subject collections are maintained for the community's non-English speaking readers (for the largest group, Chinese, there are more than 15,000 books). The Library, though, has no space to expand these collections. When something is added, something has to be weeded out. The Library's computerized catalog provides use in Chinese, Japanese and Korean, with characters in these vernaculars, as well as in the Spanish language in the search menus. This was the first such public library installation in the United States, relatively expensive, but important for the community being served. The Library serves many non-English or limited English-speaking readers from surrounding cities. Library card holders from outside of Monterey Park account for about a third of the total registered borrowers. Adults and students need quiet study and reading areas. The study also shows a need for more computers and more Internet access. The entire Library needs at least a two-fold increase in public seating and computer technology to be able to provide adequate access to information and services in the future. In addition, the public repeatedly comments on the parking situation. Some weekday afternoons, most Saturdays and Sunday afternoons there are no places to park in the parking lot or on the street. The parking needs also to be greatly expanded.

The community shows very strong support for the Library, but it has a very limited tax base, as it is essentially a bedroom community with little business beyond restaurants. In 1998 the community passed a tax measure with a 2/3rd vote to open the Library on Sunday, open the Library on holiday weekends, increase the book budget and to build a small addition to the library. In 2002 the community again showed its support for the library by donating \$388,000 in three months to help with the match for the Proposition 14 grant application. Honorary chairs of the campaign were Congressmember Hilda Solis, State Senator Gloria Romero and Assemblymember Judy Chu. Board of Supervisor member Gloria Molina made a sizeable donation to the campaign. The City Council members also donated to the campaign and there were many donations from the community ranging from \$5 to \$25,000. It was an ambitious goal that the Library Board set (with its collective fingers crossed) – and its success reaffirms the community's deep commitment to the Library.

To be able to achieve its mission and provide modern library services into the next two decades, the community needs a library building of an estimated 53,000 gross square feet. This will provide for a multilingual collection of about 200,000 volumes; more than 340 open user seats; more than 90 technology (computers, multimedia, listening/viewing) stations for access to electronic information resources and to media of all kinds; electronic "smart" classrooms for training, literacy classes, and public programs; a computer lab; and an electronic multipurpose room. Children's and young adult areas will be expanded with space for homework help. There will also be group study rooms as part of the plan.

Bruggemeyer Memorial Library (Monterey Park)

Community Library Needs Assessment

Section 3. Needs Assessment Methodology

A. Executive Summary

The Monterey Park Library Board of Trustees wanted to assure that a scientific analytical approach be applied to the determination of Library needs. In particular, the study needed effective input from the community to assure that the Library, in its expansion, would respond to their specific ongoing needs over the next 20 years. Accordingly, Gloria Stockton Associates, professional consultants with expertise in this particular field, were engaged to perform the needs assessment, with the assistance of City Librarian Linda Wilson and her staff.

The main objective of the needs assessment was to assess both current and future library needs of the community of Monterey Park and to determine an appropriate size for a library that would provide services to the community for at least the next two decades. Information and analyses developed for the needs assessment will support follow-up studies to include an extensive review and evaluation of the existing Bruggemeyer Library physical plant and the development of a new library building program.

Consultant Gloria Stockton conducted nine well-publicized focus groups for the general public, middle school and junior high students, high school students, parents and educators, the Citizenship Class, those who were more comfortable speaking Cantonese, those who were more comfortable speaking Mandarin, those who were more comfortable speaking Vietnamese and those who were more comfortable speaking Spanish to solicit input about library services and the library building. Meeting notices were in English, Chinese, Spanish and Vietnamese. Library staff sent newsreleases out in these same languages to the media. Library staff contacted the schools to have them publicize the focus groups. In addition to the focus groups for the general public, there was a special focus group with the Library Board, Friends, Foundation and Chamber of Commerce. More than 125 people participated in these ten groups. Stockton facilitated the discussions, and translators helped when the participants spoke languages other than English. Stockton asked the participants to identify the highest priority items for the Library. She also asked them to review the Public Library Association's "Service Responses" list and rank them from high priority to low. This list was translated into Chinese, Spanish and Vietnamese. She also did two focus groups with staff to get their input. The first was to solicit group input on the current state of the Library's services and facility. The second was to gather group input on the future needs and services of the Library's community. She also asked staff to rank the PLA "Service Responses."

Stockton conducted interviews with six key members of the community. Three of these were members of the City Council (one of which was active in the Latino community) and the other two were community activists (one in the Chinese-American community and the other in the Japanese American community). In the interviews she tried to assess what they saw as

future needs for library service in the community and the support that those interviewed would be giving the library in meeting these needs.

Stockton received additional input from the community via a citywide survey which was distributed with the CASCADES, a monthly publication of the City of Monterey Park. The City sends CASCADES to every household. The survey was printed separately on card stock and inserted in the CASCADES. The survey was on a page and a half with the bottom of the second page a postage prepaid form. The survey was to determine the percentage of adults (18 years or older) who have used the Library in the past year, who are the Library users, what do they think of the Library, how the Library can meet their needs, what types of services have they used and what are their suggestions for improving library services. They were also asked their gender, age, occupation, if they had children less than 18 years of age in their home, if they had preschoolers in their home, years of schooling and if they were a student. In addition, the library translated the survey into Chinese, Spanish and Vietnamese. People could call to have these translations sent or they could pick them up at the library. Qualitative analysis was used to gather information from the public rather than extensive statistical analysis. The intent of this process is to develop a general profile of what services residents of Monterey Park use and what they might need in the future, as well as information about what current services do or do not meet their needs. This goal is achieved when similar concerns and issues are heard multiple times among different individuals, as happened during this study process. More than 885 surveys were returned with 36 in Chinese, five in Spanish and none in Vietnamese. In May 2002 the Library used the survey with the English Language Literacy Intensive adult literacy classes at Bella Vista and Ynez Schools. These classes are for Spanish-speaking. The results of these surveys are similar to those a year previously.

Given the Library's apparent overcrowding, population data was pertinent to the Assessment, both in terms of defining the population increase and (perhaps of prime importance in Monterey Park) its ethnic nature. This particular information was specifically available from the 2000 census. Information on education level, income and types employment came from the 1990 census as the 2000 information has yet to be released.

The needs assessment also included comparative library data based on the American Library Association, Public Library Association, Public Library Data Service 1999 Survey (PLDS 1999) and the California State Library's CALIFORNIA LIBRARY STATISTICS 2001.

All of the above – objective data in terms of population, circulation, etc. has been analyzed in combination with the tabulated and summarized input of the community, to determine a course of action for the immediate project and for the future. The study taken in its entirety is intended to help the City of Monterey Park determine a course of action for the future of the Bruggemeyer Memorial Library. It is intended to complement and extend the library's earlier assessments and studies and to provide a foundation for the next planning phase.

B. Community Involvement

Via the focus groups the entire community was invited to participate in the process with more than a thousand people taking part via focus groups (about 125 people), interviews (six) and return of surveys (more than 885 people). The Library Board, the Friends, the Foundation and the Chamber had their own session with Stockton. This particular focus group was purposely planned to follow the Chamber mixer at the Library. Library staff took the survey to meetings of community organizations such as Rotary, Soroptomists and the Woman's Club. The survey was also available in the Library in English, Chinese, Spanish and Vietnamese for those who wanted to fill it out. Having the survey in the Library allowed some children to have input into the process as they could fill out a survey at the Library whereas a mother or father filled out the one copy of the survey mailed to the household.

The Library Board was actively involved in the process. Besides participating in the focus groups and filling out the survey, they also helped translate at the focus groups.

Library staff contributed to the needs assessment through workshops, interviews and discussions with the consultants and City Librarian. They also collected the community survey forms, collected data on services and the existing facility and provided support to the focus groups and interviews.

The Library Planning Team

The Community Needs Assessment has been conducted under the supervision of the Monterey Park Library Board of Trustees and City Librarian Linda Wilson. The Library Building Committee has oversight of the study and project.

Members of the Library Building Committee include:

Yukio Kawaratani, Chair (Retired City Planner)
Peter Chan (Accountant)
Joseph Leon (Judge)
Michael Eng (Attorney)
Verne Heitman (Retired architect)
Mike Hamner (Architect)
Ron Merry (City Engineer)
Elias Saykali (Assistant City Engineer)
Yung Kao (Building and Safety Official)
Linda Wilson (City Librarian)

The key consultants to the project include:

Paul Murdoch, *Paul Murdoch Architects*

C. Joint Use School District Involvement (Education Partnerships)

This is not a joint use facility. However, educators were actively encouraged to participate in the focus group for parents and educators. Middle and junior high school students had their own focus group, as did the high school students to discuss the library and what should be done to improve the facility and services.

The Library actively works with the schools in the community. Each month during the school year the Library honors a different school. During that month Library staff encourage the school to display student artwork and/or information on the school in the library and to bring classes to the Library for a tour and presentation. Library staff makes class visits to that school.

The Library has a homework assistance program. Volunteers help elementary school students with homework questions. In March the Library added tutor.com, which provides homework help via the Internet to those in 4th grade and above. The most recent report shows students at the Bruggemeyer Memorial Library using this service more than any other public library in this grant-funded program.

Another service of the Library is the LAMP Literacy program. In addition, to out of school adults this program helps those in 2nd grade or above who are not reading and writing at grade level. Volunteer tutors – most of whom are high school students and many of whom were at one time learners – help these children with their English.

One Saturday a month the Children's Department train children and their parents in the usage of the software on the computers donated with a grant from the Gates Foundation. This training has greatly increased the usage of the various software packages on the computers.

During the summer, the Library has a Summer Reading Program for children and another one for teens to encourage them to keep reading and to keep reading for fun. In the fall the Library has another reading for children in conjunction with In-N-Out Burgers.

The Library has a commitment to working with schools and helping to educate the future leaders of Monterey Park, the State and nation.

D. Input Methodology

The needs assessment process has involved the public extensively. In the spring of 2001 Stockton conducted nine public focus groups in which more than 125 members of the public participated. In addition, Stockton conducted six interviews with key members of the community, held a focus group with the Library Board/Friends/Foundation/Chamber of Commerce and held two workshops with Library staff. Because this community has a large, non-English speaking or little-English-speaking population, separate special focus groups

were held with Cantonese, Vietnamese, Mandarin and Spanish translators. One focus group was held with the Saturday morning Citizenship Class, which included many participants with little or no English-speaking capability. Other focus groups were held for middle school and junior high students, parents and educators, high school students, and for the general public. Participants in all of the focus groups participated fully and enthusiastically. This community heavily uses its Library and appreciates the Library asking for its advice and input on the future of the Library.

In April 2001 the City sent out a written community survey. The survey was printed separately but distributed with the monthly issue of THE CASCADES, which is the community newsletter and is delivered to every household in the city of Monterey Park. Survey forms were filled out and returned to the Library. Copies of the survey form were available in the major languages represented in the City: Chinese, Vietnamese, Spanish and English. The community returned more than 885 surveys which Stockton analyzed. This chapter provides a brief summary of the findings of the community involvement process. Further detail on the survey can be found in *Appendix C*.

The services and programs recommended for the Library in this needs assessment support the community response as provided through the focus groups and survey.

Bruggemeyer Memorial Library (Monterey Park) Community Library Needs Assessment

Section 4. Community Analysis

Executive Summary

Among the demographic factors, the most dramatic is the ethnic makeup of the community. It is one of the few communities in Southern California where ethnic “minorities” make up a majority of the population – and in Monterey Park; it is a preponderant majority of more than 90 percent. Whereas, the Latino group represents a percentage consistent with California as a whole, the Asian ethnic groups are six times the State figure – more than 60 percent of the Monterey Park population. Monterey Park has attracted studies by sociologists; one published a book entitled THE FIRST SUBURBAN CHINATOWN. This ethnic group with its traditional emphasis on education and its need and desire for acculturation has contributed to the overcrowded condition of the Bruggemeyer Memorial Library. This dramatic ethnic change has occurred since the library was built.

The new Asian population which is predominately Chinese (even those from Vietnam say that they are Chinese Vietnamese) has problems with the English language, but they are eager to learn and encourage their children to learn. It is estimated about 43% of the population in Monterey Park is illiterate in English. The new immigrants flock to the LAMP Literacy Program for help. The expansion of the Library will help provide the badly needed space to help these people. The Saturday Citizenship Class draws more than 60 each Saturday. If there were space in the room, the number who attend would be even more.

It is interesting that the numerical increase in Monterey Park’s population has been significant, but not comparable to the “mushrooming” population of many other communities in the State. In terms of future growth, projected for twenty years, only an additional 20 percent is currently anticipated. However, changes in zoning to permit more multiple dwellings could drive that to 30 percent indicated in earlier SCAG forecasts. Looking at the trends, the growth appears to be all in the Asian ethnic category.

Two of the other comparative demographic statistics are particularly significant – Monterey Park’s percentage of over 65 population is almost double the State figure. The large senior group prefers to use the library in daytime hours. The Library is heavily used after school with the children taking over all the chairs in the Library. The seniors have been restricted to morning hours. A new Quiet Area would allow senior usage in the afternoons. Input from the seniors and other students who want a quiet space has led to planning for this area. The other comparative demographic statistics has to do with the large percentage of residents living below the poverty line (16 percent overall and 23 percent of the children under 18 years of age) despite the general middle-class image of the City. The number of people below the poverty line helps to drive the use of the free lending collection to a literate group. It is indeed that the steady growth in Circulation over the past five years has been in the area of Children’s books.

As to employment, the types of occupations are diverse as reflective of a predominately bedroom community. Beyond the restaurants, whose employees (and even owners) tend to live elsewhere, the next largest employers are East Los Angeles College, Southern California Edison and Southern California Gas companies. Unemployment for February 2002 stood at 5.5 percent which is less than Los Angeles County, the State and the nation.

The Library is funded via the General Fund of the City of Monterey Park. Measure C, which the people of Monterey Park passed with a 2/3rds majority in 1998, guarantees the Library 5.3 percent of the General Fund. As pointed out in the needs assessment, Monterey Park's sales tax income is small – a result of the City's not having space for large retail development – and so Library funding is limited even with the 5.3 percent guarantee. The City Council controls the finances of the City and appoints the Library Board of Trustees. Monterey Park is a General Law City, which means according to the State's "Education Code," the Library Board is an administrative Library Board. The City Council appoints the Library Board members for a three-year term. They can be reappointed for another three-year term. The City Council has been very supportive of the Library expansion program and campaign. The City Council has been unanimous in its support, including an additional appropriation of \$650,000 beyond the Measure C tax measure to assure adequacy of local matching funds.

The needs assessment document analyzes these issues among other statistical factors.

A. Governmental Agencies

The City of Monterey Park is a General Law City governed by a five member Council, whose members are elected for four-year terms. During their term of office they rotate among themselves so that each member has a chance to be Mayor, which means each member of the Council will be Mayor for about 9 1/2 months. There are no term limits in Monterey Park. The current members of the Council are Mayor Fred Balderrama, Mayor Pro-tem David Lau (he will become Mayor in January), Sharon Martinez, Benjamin “Frank” Venti and Francisco Alonso (immediate Past Mayor). All are very supportive of the Library as proven by that they or their business contributed to the Library’s Fundraising Campaign from January-May 2002. Balderrama and Alonso have done fundraisers for the Library Foundation, and Lau plans one in January. Alonso has contributed his entire salary to the Library Foundation since he was first elected to the Council about seven years ago. Martinez and Alonso are members of the Library Foundation. The City Council also voted to contribute \$650,000 from the City’s Capital Fund and another fund to help with the match for the Library’s addition and renovation so that Monterey Park will have a Library to meet the needs of its citizens well into the 21st century.

The Council controls the finances of the City. The Council appoints the City Manager to run the City except for the Library. They appoint the five-members of the administrative Library Board for three-year terms. The members can be appointed for a second three-year term. The City Council cannot remove a Library Board member during his or her term, but the Council can choose not to reappoint the person. Once the Council approves the budget for the Library, the control of the spending of the budget rests with the Library Board. The Library Board assigns this task to the City Librarian. The City Librarian serves at the pleasure of the Library Board. The Library Board reviews the budget spending at each meeting.

The Library Board has established a Building Committee, which will have the final say on the design of the building. The Building Committee consists of the entire Library Board, plus City Manager Chris Jeffers, City Librarian Linda Wilson (her alternate is Peg Tarbox, the Reference/Adult/YA Librarian), City Engineer Ron Merry, Assistant City Engineer Elias Saykali, City Building and Safety Official Yung Kao, retired architect Verne Heitman (he designed many of the County of Los Angeles Libraries and is a local resident) and local architect Michael Hamner. An ex-officio member of the Committee is Paul Murdoch, who is the architect planning the Library expansion and renovation, and Gloria Stockton, who is the Library Consultant on the project. Among Stockton’s more recent consulting jobs are the Berkeley Public Library, Westlake Village Library and Agoura Hills Library. The Chair of the Building Committee is Yukio Kawaratani, a member of the Library Board and former President of the Library Board. He is a retired Los Angeles City Planner and is known as the “Father of Bunker Hill.”

Yung Kao of the Building Committee will make sure the project follows all codes and that the project gets any permits needed on time. Ron Merry, who is the City Engineer, is also the Director of Public Works. He and his department will provide local supervision of the project, but there will be a firm hired to be the construction managers. Merry has overseen many

projects during his career with Monterey Park and other cities. His most recent projects in Monterey Park are the addition to Langley Senior Center and the renovation of the Barnes Park Amphitheatre.

The Building Committee is responsible for the project and has the needed expertise to get the job done well.

B. School Agencies

Monterey Park is served by four school districts – Alhambra (north), Garvey (east), Montebello (south) and Los Angeles Unified Schools District (Robert Hill Lane School on the southwest). The libraries in the elementary schools tend to be small or non-existent. The high school libraries seem to be adequate to serve their schools. The tables below describe the schools and their libraries.

Schools Served by the Monterey Park Library

| Elementary (K-5) | Middle School (6-8) | High School (9-12) |
|---|---------------------------------------|--------------------------|
| Public Schools | | |
| Brightwood School | Brightwood School | Mark Keppel High School* |
| Monterey Highlands School | Monterey Highlands School | Schurr High School** |
| Repetto Elementary School | Repetto Elementary School | |
| Ynez Elementary School | Ynez Elementary School | |
| Bitely Elementary School | Bitely has 6th grade | |
| Emerson Elementary School | Emerson has 6th grade | |
| | Garvey Intermediate School has | |
| | 7th and 8th grades | |
| Hillcrest Elementary School | Hillcrest has 6th grade | |
| Monterey Vista Elementary School | Monterey Vista has 6th grade | |
| Robert Hill Lane Elementary School | | |
| Bella Vista Elementary School (K-4) | | |
| Jack Macy Intermediate has 5th grade | Jack Macy Intermediate School | |
| Private Schools | | |
| St. Stephens | St. Stephens | |
| St. Thomas Aquinas | St. Thomas Aquinas | |
| | Ramona Convent*** has 7th-12th grades | Ramona Convent*** |
| Meher Montessori School has Preschool through 6th grade | Meher Montessori School has 6th grade | |

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|---|------------------------------------|
| New Avenue Educational Center | New Avenue Educational Center |
| Alpha Shen has Preschool and Kindergarten It's A Small World has Preschool | Belmont College Preparatory School |

*Mark Keppel High School is in Alhambra, but all its students come from Monterey Park.

**Schurr High School is in Montebello, but serves south Monterey Park in addition to part of Montebello.

***Ramona Convent is in Alhambra, but many Monterey Park students go there.

| School | Library | Staffing | Budget for materials | Hours of operation |
|---|---------|--|---|---|
| Public Schools – H.S. | | | | |
| Mark Keppel H.S | Yes | Librarian with MLS; Library Technician; Student Help | Yes; \$2,000 from Mark Keppel Alliance yearly | 7:30 A.M. until after school |
| Schurr H.S. | Yes | Library Media Teacher; Clerk; 5-hr./day Clerk; 3 hr./day Clerk | Yes; \$28/student from the State | 7:15 A.M.-5:15 P.M. |
| Public Schools – Elementary/Intermediate | | | | |
| Brightwood | Yes | 22 hrs./week school librarian; two volunteer assistants who each work two hours/week | Grants; PTA holds two book fairs a year | 22 hours per week |
| Monterey Highlands | Yes | 22 hrs./week school librarian | State funds (\$15,000-\$20,000 per year); the PTA raised about \$1,500 from two book fairs a year | 22 hours per week |
| Repetto | | | | |
| Ynez | Yes | No one in charge; a volunteer works Tuesday-Friday | \$25,000 last year from the State; receive 30 percent of | When the volunteer is there – Tuesday – |

| | | | | |
|----------------|-----|---|--|---|
| | | from 8:30 A.M.- 2:30 P.M. | the funds from the Scholastic Book Fair; when no State funds they get proceeds from the soda machine in the teachers' lounge | Fridays 8:30 A.M.- 2:30 P.M. |
| Bitely | Yes | Principal is in charge; two Instructional Library Aides | State funds; annual funds from the District; literacy grant; memorial funds when a teacher passed away | 8:00 A.M.- 3:00 P.M. Monday, Tuesday, Thursday and Friday; 8:00 A.M.- 3:00 P.M. Wednesday |
| Emerson | Yes | Instructional Library Aide, who works three hours per week; student help | | Three hours per week |
| Garvey | Yes | Classroom/ Resource Teacher – he is full-time and holds classes in the library; student help | Library Grant for a couple of years; Scholastic Book Fair | 7:40 A.M.- 2:30 P.M. |
| Hillcrest | Yes | The Principal and one parent is in charge of the Library; 12-15 volunteers who come in with the classes and each works about an hour per week | \$50,000-\$60,000/year from the District; Scholastic Book Fairs | |
| Monterey Vista | Yes | Supervisor Library/Media/ GATE; volunteer once | \$28/child last year from the State; \$3,000 Federal Funds | |

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|--------------------------------|-----|---|---|-----------------|
| | | a week | (Title 5); SIP, Title I and PTA supplement | |
| Robert Hill Lane | | | | |
| Bella Vista | | | | |
| Jack Macy | | | | |
| Private Schools | | | | |
| St. Stephens | No | | | |
| St. Thomas Aquinas | No | | | |
| Ramona Convent | Yes | Library Media Teacher; Library Assistant | Before, during and after school | Yes |
| Meher Montessori | Yes | Volunteer parent | Book raises \$5,000 per year | Twice a week |
| New Avenue Educational | No | | | |
| Belmont College Preparatory | | | | |
| Alpha Shen | No | | | |
| It's a Small World | No | | | |

Two of the four schools closest to the Library (St. Stephens and St. Thomas Aquinas) do not have school libraries. The libraries of the other two (Ynez and Repetto) are run by volunteers, do not have regular hours of service and rely on State funding (which has been eliminated for this coming year) and fundraising to fund their schools libraries. After school the Bruggemeyer Memorial Library is packed with children from these four schools. They use the homework assistance program (both the volunteer run one and electronic one – tutor.com), the collection and the study space. The Bruggemeyer Memorial Library has become the school library for these four schools.

Within the City limits of Monterey Park is East Los Angeles College and adjacent to Monterey Park is California State University, Los Angeles. Both have libraries which serve their faculty and students. Many of the students at East Los Angeles College and to a lesser extent California State University, Los Angeles use the Bruggemeyer Memorial Library for study space and research. Their needs for a Quiet Area clash with the elementary and junior high school students who want to talk. With additional space they can use a Quiet Room while others use the rest of the Library.

C. Community Organizations

Monterey Park has many civic and volunteer community organizations that will be served by and benefit from the newly renovated and expanded library. These include:

| ORGANIZATION | SERVICE NEEDS |
|--|--|
| American Legion and Auxiliary | Members use the various collections in the Library including materials on World War II and the Vietnam War. The Library also posts flyers for their events; has their flyers for public distribution. |
| Asian Youth Center (in San Gabriel) | Children, who go to this Center use the Bruggemeyer Memorial Library |
| Boys & Girls Club (West San Gabriel) | The Boys and Girls Club is next door to the Library. In the summer they bring the children for storytime and to participate in the Library's Summer Reading Program. Year around they bring the children for tours of the library. |
| Boy Scouts | They have obtained information from the Library for their various badges. One did a project at the Library for his Eagle Scout. |
| Chamber of Commerce | Business people use the Library for stock and bond information and information on how to form or run a business. Usually once a year the Friends of the Library hosts the Chamber mixer at the Library. The City Librarian is an active member of the Chamber. |
| Chinese American Education Association | Their members use the Library for Internet access and for information. |
| Senior Groups – including Chinese American Golden Age Association; Club Bella Vista; Club Amistad; Club Cultural Cubano; Japanese/American Senior Citizen's Club; Commission on Aging; Friends of the Seniors; Monterey Park Senior Citizen's Club; Senior Citizen's Service | Members of these senior clubs use the collections and especially the Large Print Collection. They meet regularly at the Langley Senior Center. The City Librarian has made presentations on the Library to the Commission on Aging, which has representatives from the various groups. |
| Christmas in April | They have held Board meetings at the Library. |
| Democratic Club | Members use the Library for information. They also attend Library programs. They contributed to the Library's spring fundraising campaign. Members serve on the Library Board. |
| Eastside Optimist Club | Members use various collections in the Library. The City Librarian and the LAMP Literacy Program Director have judged speech competitions for them. They donated to the Library's fundraising campaign. |
| Girl Scouts | They have obtained information from the Library for their various badges. |

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|---------------------------------------|---|
| Historical Society of Monterey Park | Members use various collections in the Library. They also attend various historical programs that the Library presents. They also used a speaker for one of their programs that the Library had earlier, and they enjoyed. The Library has the Oral History tapes that they produced for checkout to the public. The Library has some of the tapes in transcribed format. The Historical Society donated \$5,000 to the Library's fundraising campaign this spring. |
| Kiwanis | Members use various collections in the Library. They also donated money for books and backpacks one summer for the Reading Program. |
| LAMP Optimist | Members use various collections in the Library. The City Librarian and the LAMP Literacy Program Director have judged speech competitions for them. They donated to the Library's fundraising campaign. |
| League of Women Voters, Pasadena Area | The League gives the Library copies of its voter materials to distribute to the public. The Library also posts meeting notices for the organization. Members use various collections in the Library and attend Library programs. |
| Lions Club | Members use various collections in the Library. Some of the women members are heavy users of the Large Print Collection. The City Librarian gives a talk on library services to them once a year. The LAMP Literacy Program Administrator also talks to them yearly. The made a sizeable donation to the Library's spring fundraising campaign. |
| Little Taipei Lions | Members use various collections in the Library. The Little Taipei Lions were able to generate about 15 years ago a donation of about 10,000 books in Chinese to expand the Chinese Collection. Many of the books are unique and in other public library in the United States. With a federal LSTA grant the Chinese Collection has been cataloged and is available via OCLC for loan. |
| MERCI | Staff and their clients use the Library. For a long time the clients would come to the Library weekly and clean around the exterior |

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| | of the Library, but recently this has stopped because of their being short-staffed. After cleaning, they would come into the Library and look at books. |
| Monterey Park Police Officers' Association | Members use various collections in the Library. This Association made a \$1,000 donation to passage of Measure C (the tax measure which is used for Sunday hours, book budget, match for the addition and renovation, etc.). In addition, they also let the campaign committee use a support letter for a mailer to the most frequent voters to encourage them to vote for Measure C. Their President at the time also appeared on CHECK IT OUT, the library's cable TV program, urging the public to vote for Measure C. |
| Monterey Park Republican Club | Members use various collections in the Library and attend Library Program. |
| Monterey Park Rotary Club | Members use various collections in the Library. They also use the stocks and bonds information. Rotarians have donated funds over the years to support the Library and the LAMP Literacy Program. Some members have been tutors in the LAMP Literacy Program. Rotary donated \$5,000 to the Library's spring fundraising campaign to help with matching funding for the Proposition 14 Grant Application. They used their \$5,000 donation to encourage another person to make a \$25,000 donation putting us at more than \$350,000, which was the original goal. The City Librarian and the LAMP Literacy Program Administrator have spoken numerous times as one of their weekly programs. The City Librarian is a member of Rotary and a Past President. |
| Sports groups – including Monterey Park Angels, Monterey Park Sports Club, Inc | Members use various collections in the Library and attend Library Programs. Via the Partnerships for Change Grant the Library is trying to work more closely with these clubs as they seem to serve mainly the Latino population. |
| Monterey Park Woman's Club | Members use various collections in the Library including the Large Print Collection. The City Librarian and the LAMP Literacy |

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| | <p>Program Administrator have done programs on library and literacy services for their meetings. Members are tutors in the LAMP Literacy Program and help run the Friends Bookstore. Members of the Woman's Club are the main volunteers for the quarterly booksale. Without them, it would be very difficult for the Library to do the sale. The LAMP Literacy Program Administrator is a member of this organization.</p> |
| Opti-Mrs Club of Monterey Park | <p>Members use various collections in the Library and attend Library programs. The Library posts announcements of meetings.</p> |
| Protectors of Animals | <p>Members use various collections in the Library and attend Library programs. One of the members is on the Library Foundation and another on the Friends Board. They may be in the process of folding as the members feel they are getting too old. It used to be a very active chapter.</p> |
| Sister City Associations – Morelia, Nachi-Katsuura, Quanzhou and Yung-Ho | <p>Members use various collections in the Library and attend Library programs. The Library has co-sponsored "Cinco de Mayo" and Mexican Independence Day Programs with the Morelia Group. The City Librarian has attended meetings of the Quanzhou Group.</p> |
| Soroptimist International | <p>Members use various collections in the Library and attend Library programs. The Library publicizes their annual Fashion Show and attends. The City Librarian purchases a business card ad in their program. This year a LAMP Literacy tutor won their community participation scholarship at the local and regional level. The LAMP Literacy Program received additional funding from Soroptimist because the tutor won. Each year Soroptimist contributes to the LAMP Literacy Program. Members tutor in the program. The City Librarian and the LAMP Literacy Program Administrator have made presentations to them about the library and literacy programs. The LAMP Literacy Program Administrator is a member of Soroptimist.</p> |
| Toastmasters | <p>Members use various collections in the</p> |

| | |
|---|--|
| | Library and attend Library programs. They have held meetings in the Library. A Technical Services Senior Librarian belongs to this organization. |
| United Democratic Club of Monterey Park | Members use various collections in the Library and attend Library programs. One member serves on the Library Foundation. |

In addition, the Library works with two organizations. Pearl Tse is President of the nine-member Foundation Board. This spring they had a successful campaign to raise \$350,000 in three months. They exceeded the campaign and are closing in on the revised goal of \$450,000 which will be used as part of the match for the Proposition 14 Grant Funds. The Foundation is a 501 (c) 3 organization. In the past their major yearly fundraiser has been a spring gala dinner. This dinner raised from \$8,000-\$15,000 a year. The spring dinner this year raised at least \$28,000.

Chris Keller, a Sergeant in the Monterey Park Police Department, is the President of the Friends. They run the Friends Bookstore. In addition, they volunteer in the Library and help with tutoring, programming, storytimes, booksale, Summer Reading Program, book repair, shelving, etc. They furnish the refreshments for the programs in the Library. The Board meets on the second Wednesday of each month at 7:00 P.M. There is a subdivision of the Friends called the Junior Friends. These are teens – ages 14-18. They also volunteer in the Library. Each year they plan and execute the Easter Egg Hunt for younger children and the Scavenger Hunt for older children. They also have done a mystery theater and a haunted house for Halloween. They tutor, volunteer in the bookstore, help with the Summer Reading Program, conduct the Saturday storytime, shelve books, etc. To be a member of the Junior Friends a teen must volunteer two hours a month in the Library. They also have a Junior Friend of the Year Award. They meet the second and fourth Saturday of each month at 2:30 P.M. to plan their program.

D. Demography

Library Service Area

Library planning, to be responsive to the community served, identifies what the Library's "service population" is now and what it is likely to be in the future. Library services and facilities are an expensive but critical investment for most communities. They need to be planned to be able to respond to current and future needs. The current and projected service population and its characteristics are used to assist planners to determine the types and amounts of library space needed. The Monterey Park Library is an independent municipal library with one library facility – the Bruggemeyer Memorial Library. It is within the core downtown area of Monterey Park. The Library's service area is congruent with the City of Monterey Park's boundaries with the addition of a small, unincorporated area next to the City – South San Gabriel. The population of the legal service area is the service population for the

Monterey Park Library. As indicated above, the City of Monterey Park is expected to have moderate growth in its population over the next two decades.

The Monterey Park Library service area draws not only Monterey Park residents, but people coming to Monterey Park to work daily and use municipal and community services, businesses and organizations. In addition, individuals from outside the Monterey Park service area use the Library, especially for the International Collection, and thus increase the overall usage of the Library beyond what might be expected it serving only its immediate area. The impact of nonresidents' use of the Bruggemeyer Memorial Library services and facilities can be estimated by reviewing circulation and other uses statistics and is discussed in the sections of this report that cover the Library Plan of Service.

The legal service population for Monterey Park Library is expected to grow an estimated 19.9% over the next 20 years, less than 0.9% per year. For California, this is a stable growth pattern.

Table 1. Service Population

| Year | Population | %Increase/ Decrease |
|------|------------|---------------------|
| 1980 | 54,338 | |
| 1990 | 60,738 | 11.8% |
| 2000 | 60,051 | -1.1% |
| 2010 | 66,129 | 10.1% |
| 2020 | 72,000 | 8.9% |

The service population estimates given in the table above are used throughout this report to represent the service population for the Monterey Park Library over the next 20 years.

Monterey Park Library's service area is primarily residential and town center in nature. It has many single family dwellings and some multiple-household dwellings. The core downtown area of the city is close by, perhaps indicating a potential user population with slightly different needs than the family and senior populations in other parts of the service area. The service area population has varied and mixed library service needs, from the need for access to international language collections and media to the need to access business and health information.

The City of Monterey Park

Monterey Park is a family-oriented community located in the hub of the West San Gabriel Valley in southern California. It is bounded on the north by the City of Alhambra, on the east by the City of Rosemead, on the south by the City of Montebello, and on the southwest and west by Los Angeles County (East Los Angeles). It is located in Los Angeles County. The City's General Plan (December 2000) covers the geographical area of the city boundaries and

some unincorporated area outside the City's geographical boundaries. For Monterey Park, these lands include all properties contained within the City's corporate limits, plus properties within the City's sphere of influence.¹ The City encompasses an area of 7.72 square miles and is located 7.5 miles east of Los Angeles at the western gateway of the San Gabriel Valley.²

The City was incorporated in 1916 and is a General Law City operating under Cooperative Council-Manager system of government. The City provides all municipal services to its residents including police, fire, water, sewer, garbage collection, street improvements, recreation and parks and the Library.

It is at the hub of the regional transportation network. The City benefits from easy access to three freeways – Interstate 10, Interstate 710 and State Route 60 – that link residents and businesses to destinations in Los Angeles County and beyond and that bring people into the City. Monterey Park residents also take advantage of bus and rail service to travel to work, commercial centers, schools, the Library, etc. Los Angeles International, Ontario International and the Burbank-Glendale-Pasadena airports as well as the deepwater ports of Los Angeles and Long Beach are within 35-40 minutes driving distance.

The area is well-served by institutions of higher learning including nearby California State University, Los Angeles, the California Institute of Technology, University of California at Los Angeles, University of Southern California and the Pomona-Claremont Colleges. East Los Angeles College is in the City of Monterey Park and numerous other Community Colleges are also accessible.

Monterey Park residents value the many resources that distinguish the community: a diverse and well-maintained park system, the historic Cascades Park and Jardin del Encanto complex, and an Arts and Cultural Commission that promotes community awareness and participation in the arts. Its convenient older downtown area, diverse residential neighborhoods and distinct commercial districts contribute to the unique and special nature of the City.

Residents of Monterey Park show a keen interest in the buildings, parks and other places that create a sense of community history. This civic pride is reflected in a collection of cultural resources, including listed historic resources and a historical museum, and organizations dedicated to the preservation of Monterey Park's historic and cultural resources. Three organizations in Monterey Park are dedicated to history, art and culture of the City: the Historical Society, Historical Heritage Commission, and Arts and Culture Commission, mentioned earlier. The Library is located near the core downtown area of Monterey Park.

¹ Every county in California has a so-called Local Agency Formation Commission, or LAFCO, which establishes sphere of influence boundaries for incorporated jurisdictions. The Los Angeles County LAFCO has identified a sphere of influence for Monterey Park consisting of an unincorporated area of 579 acres known as South San Gabriel.

² Much of the information about Monterey Park in the following paragraphs is summarized from the City document: *City of Monterey Park General Plan, December 2000, Introduction*.

History of Monterey Park

The City of Monterey Park has grown from its origin as part of the Mission San Gabriel de Archangel in the early 1800's to a demographically rich city with over 62,000 residents at the beginning of the twenty-first century.³

Before the Spanish began to settle the Los Angeles Basin in the 1700's the Shoshone (later called Gabrielino) Indians inhabited Los Angeles County south to the San Gabriel Mountains and beyond, living as hunters and gatherers.

Permanent Spanish settlements, first in association with the San Gabriel Mission and later as part of a Spanish Land Grant, established the area incorporating Monterey Park as a defined geographic area. The Land Grant, awarded to Don Antonio Maria Lugo and named Rancho San Antonio, contained nearly 30,000 acres reaching from the present day City of Monterey Park southward to Lynwood. In 1840, one of the Don's sons built the first adobe dwelling on the hills in the areas that would become Monterey Park. Sold to Alesandro Repetto in the late 1860's, the property flourished. Around this time, Richard Garvey's ranch was also improved with groves and gardens. Garvey, a former mail rider for the U.S. Army, had developed his land by bringing in spring water from near the Rio Hondo River and by constructing a 54-foot high dam to form Garvey Lake. Portions of the ranch began to be sold in the late 1800's. In 1906, the first subdivision in the area, Ramona Acres, was developed north of Garvey and east of Garfield Avenues.

In 1916, community residents voted to incorporate in reaction to a proposal by the cities of Pasadena, South Pasadena, and Alhambra to locate a large sewage treatment facility in the area. Like most of the region, the City enjoyed a real estate boom throughout the 1920's, which was followed by inactivity and instability during and after the Great Depression. The end of World War II resulted in revived growth and explosive population gains during the 1940's and 1950's. Until this time, the population was concentrated in the northern and southern portions of the City, with the Garvey Reservoir and Monterey Hills forming a natural barrier. With the renewed growth, many new subdivisions were developed, utilizing even the previously undeveloped central area to allow for maximum growth potential. A series of annexations of surrounding acreage also occurred.

In the late 1970's, a number of Asian business people found excellent investment opportunities in the City. The increasing Asian influence is present today. In 1978, State Proposition 13 passed and reduced the ability of local jurisdictions to raise revenue from residential property taxes. Monterey Park, like many jurisdictions in California, was impacted by this proposition. The City's economic viability was further affected in the late 1980's and early 1990's. Limited commercially zoned properties, high land costs, and small parcel sizes weakened the ability of Monterey Park to attract tax-generating businesses into the area, and Monterey Park's retail sales strength was below the statewide norm. In response to economic problems within the City, the City Council and Redevelopment Agency Board of Directors created an Economic Development Strategy Plan Task Force in 1993. The task force

³ Ibid.

developed an approach that focused on strengthening Monterey Park's local family community and taking advantage of the City's international economic activities. Several redevelopment projects were established to revitalize commercial portions of the City.

Population – Current, Trends, and Projections

According to the 2000 U.S. Census, Monterey Park has a total population of 60,051⁴. Because the city is nearly built out, future growth is expected to be moderate. The Southern California Association of Governments' (SCAG) most recent projections predict the population will increase 10.1% from 2000 to 2010, 2.6% from 2010 to 2015 and 6.1% between 2015 and 2020. At the same time, Los Angeles County is expected to grow about 4% or 5% every five years, California between 6% and 9%.

Table 2. Monterey Park Population Projections through 2020

| Years | Percent Increase ⁵ | Population |
|-----------|-------------------------------|------------|
| 2000 Base | | 60,051* |
| 2000-2010 | 10.1% | 66,129** |
| 2010-2015 | 2.6% | 67,848** |
| 2015-2020 | 6.1% | 72,000** |

*2000 Census

**SCAG projected population

However, infill residential development and new homes within areas designated for mixed use could over time, cause Monterey Park to grow faster. According to SCAG, the City has the potential to grow to 72,000 by 2020; earlier SCAG projections indicated the population could reach 86,200 by 2025. City planning documents use the 72,000 figure, based on their thorough knowledge of the City's growth plans.

Age

The City's population is also comparatively old. Elderly persons and seniors approaching retirement represent almost a quarter of all City residents—twice the number of residents in this age category than the County and State. At 38.4 years, the median age is also considerably higher than those of the State and County. The senior and elderly population of Monterey Park is significant and should be important in the design of library services to the community.

Table 3. Population by Age (2000 Census)

| Age in Range of Years | Monterey Park Population | Percent of Total | Los Angeles County Percentage | California Percentage |
|-----------------------|--------------------------|------------------|-------------------------------|-----------------------|
| 0 – 14 | 10,624 | 17.69% | 23.7% | 22.9% |
| 15 - 24 | 7,166 | 11.93% | 14.6% | 14.2% |
| 25 - 44 | 18,157 | 30.24% | 32.5% | 31.6% |
| 45 - 64 | 13,357 | 22.24% | 19.4% | 20.5% |

⁴ This figure is from the 2000 Census

⁵ Southern California Association of Governments projections.

| | | | | |
|------------|---------------------|--------|------|------|
| 65 - 84 | 9,704 | 16.16% | 8.6% | 9.4% |
| Median Age | 38.4 | | 32 | 33.3 |
| Total | 60,051 ⁶ | 100% | 100% | 100% |

Over the next twenty years, the Anglo population will both age and shrink in size. The Asian and Latino populations will also age, but they will continue to grow.

Students, Schools and Academic Performance Index Scores

The city's schools (which are divided among four separate school districts) are generally quite good. Seven of the city's eight elementary schools were ranked in the 7th decile or higher on the California Academic Performance Index. Collectively, the city's schools scored an average of 714 on the CAPI (on a scale of 200 to 1000); the statewide median is 690.

| SCHOOL | API SCORE | SCHOOL | API SCORE |
|--------------------|-----------|------------------------|-----------|
| Brightwood | 804 | Mark Keppel High | 675 |
| Monterey Highlands | 761 | Schurr High School | 576 |
| Repetto | 746 | Jack Macy Intermediate | 655 |
| Ynez | 760 | | |
| Bitely | 625 | | |
| Emerson | 705 | | |
| Hillcrest | 760 | | |
| Monterey Vista | 732 | | |
| Bella Vista | 632 | | |
| Robert Hill Lane | 750 | | |

Educational Attainment and Adult Literacy Rate

Monterey Park residents reflect a strong cross-section of all educational groups. A significant number of residents have at least some college education, which may have been in China or Taiwan.

Table 4. Educational Attainment (1990 Census)

| Level of Education Attained | Percent of Population |
|-------------------------------|-----------------------|
| Graduate School | 7% |
| 1-4 Years of College | 41% |
| High School Graduates | 23% |
| Elementary & Some High School | 30% |

Yet an estimated 43% (National Adult Literacy Survey – 1990) of the city's adult residents are illiterate (compared to 3% nationwide)—due, no doubt, to the high proportion of non-English speakers.

⁶ These numbers are from the 2000 Census population numbers.

Race and Ethnicity

The City is one of the few communities in southern California where racial and ethnic “minority” groups make up the majority of the population. The city’s largest racial group is Asian, with more than 61% of the population. The next largest ethnic group is Hispanic at 28.9% of the population.

Table 5. Population and Ethnicity 2000⁷

| Race / Ethnicity | California | Los Angeles County | Monterey Park | |
|-------------------|------------|--------------------|---------------|--------|
| White | 46.7% | 31.1% | 7.2% | 4,362 |
| Hispanic | 32.4% | 44.6% | 28.9% | 17,359 |
| Black | 6.4% | 9.5% | 0.3% | 182 |
| American Indian | 0.5% | 0.3% | 0.2% | 98 |
| Asian | 10.8% | 11.8% | 61.5% | 36,912 |
| Pacific Islander | 0.3% | 0.2% | 0.0% | 24 |
| Other | 0.2% | 0.2% | 0.1% | 61 |
| Two or More Races | 2.7% | 2.3% | 1.8% | 1,053 |

Individuals of Chinese ethnic background comprise the largest component of the Asian population. The Chinese overall are recent immigrants from Taiwan, China and Hong Kong. Some read English, but a great number read only Chinese; the area supports no less than three separate Chinese-language newspapers.

⁷ From California Department of Finance, Demographic Research Unit. California State Census Data Center Census 2000 PL94-171. *Table Two. Population by Race/Ethnicity Incorporated Cities by County.*

Table 6. Population Ethnicity

| Race / Ethnicity ⁸ | 2000 | 1990 |
|-------------------------------|-------|------|
| White | 7.2% | 12% |
| Hispanic | 28.9% | 31% |
| Asian | 61.5% | 56% |
| Chinese | 36.2% | |
| Japanese | 10% | |
| Vietnamese | 5% | |
| Korean | 2% | |

Income Levels and Poverty Rate

Monterey Park is a solidly lower middle-class community of working families with a healthy range of incomes. Average household income exceeded \$45,000 per year in the 1990 census (the most recent for which we have income figures); at the same time, per capita income was \$13,290. Slightly more than half of the households earn lower incomes and less than half earning moderate and upper incomes. Almost a quarter of the households make less than \$15,000 per year. Monterey Park has a high percentage of people—23.2%—living below the poverty line. By comparison, the poverty level for Los Angeles County was 20.5%; for California, 16.0%.

Table 7. Household Income (1990 Census)

| Household Income | Percent of Households |
|--------------------------------|-----------------------|
| \$75,000 or more | 17% |
| \$35,000 to \$75,000 | 34% |
| \$15,000 to \$35,000 | 26% |
| Under \$15,000 | 23% |
| Median Household Income (1990) | \$42,364 |
| Median Household Income (1980) | \$32,605 |

Household Size and Housing

Almost 80 percent of the households in the City are families, and single-family homes comprise approximately two-thirds of the housing. More than half of the households own their homes. Two-thirds of the housing stock in Monterey Park is 30 years or older (built before 1970), reflecting the City's tremendous growth in the 1950's. Prices for single-family homes range from \$132,000 for a one-bedroom home to over \$650,000 for multi-bedroom homes in the Monterey Views subdivision.⁹

⁸ From 2000 U.S. Census and 1990 U.S. Census.

⁹ Monterey Park Draft general Plan, January 2001, "Housing Elements," page 13.

Employment, Occupations and Industry

Monterey Park residents literally come from all walks of life and work in all areas of business and commerce.

Table 8. Types of Employment (1990 Census)

| | | | |
|----------------------------|-----|--------------------|----|
| Administrative Support | 20% | Precision Products | 9% |
| Executive/Managerial | 14% | Machine Operators | 6% |
| Professional Specialties | 14% | Technical Support | 4% |
| Sales | 13% | Transportation | 3% |
| Miscellaneous Service Jobs | 10% | Other | 7% |

Major employers in the City include East Los Angeles College, Southern California Edison Company and Southern California Gas Company. For the month of February 2002, unemployment in Monterey Park was 5.5%, vs. 6.6% for Los Angeles County, 6.2% for California, and 7.5% (seasonally adjusted) for the entire country.

Bruggemeyer Memorial Library (Monterey Park) Community Library Needs Assessment

Section 5. Community Characteristics

Monterey Park is a community that continues to change and is willing to work on making the community better. Until the late 1980's the community was predominately Middle Class and Middle America. About a third of the population was Latino and about ten percent Japanese American. In the late 1980s Fred Hsieh decided to market Monterey Park in Asia as the Asian Beverly Hills. As a result there started a large influx of Chinese from Taiwan, Hong Kong and China. The schools changed faster than the community itself in terms of ethnic makeup. There became few white children in the schools. At the same time, the Asian population in many of the schools equaled or surpassed the Latino population. They each had their own cultures including very different music. Clashes started in the schools and spread to a lesser extent to the community.

The City Council had not changed and felt threatened by what was happening. The Library Board accepted a gift of 10-15,000 books in Chinese. Soon after the City Council decided to eliminate the Library Board and replace it with an advisory commission. Two members of the Library Board and the President of the Friends sued the City to have the Library Board reinstated because the "Education Code" says that General Law Cities will have Administrative Library Boards. The City lost and appealed the case. They lost again. The Library Board was reinstated. One of the Trustees later went on to run for and be elected to the City Council. The wife of another Trustee went on to run for City Council, and now is the Assemblymember from this District. The Council now has two Latino/Latina members, an Italian-American, Spanish American and a Chinese American.

Some people in Monterey Park decided something needed to be done to bring harmony to the community. They established first a Harmony Week at Mark Keppel High School in about 1990 to conduct programs on the various cultures and their music so there would be acceptance of each other and not fights. This over time has become a Harmony Month. During October there are Town Hall Meetings and Town Square Fair. There also is a two or three-day free feature-length film festival with films from Asia, Latin America (or Spain) and the United States, which represent various cultures in the U.S. The theater (now it is the City Council Chamber because the theater closed) is always packed. The last major event is a trip on the last Saturday and Sunday of the month to an area cultural museum. The transportation with admission costs about \$5.00. Some of the museums visited are – Japanese American National Museum, Holocaust Museum, Latin American Cultural Museum and the Gene Autry Museum, which featured an exhibit on Lisa See's family entitled "On Gold Mountain."

The community also started celebrating the various cultures in the community rather than letting the differences divide the community. The whole community and the surrounding area turn out for these events as Monterey Park knows how to host a party. City Committees plan the events. The City contributes about \$5,000 to each event, and it is up to the Committees to raise the additional funds needed. The Cherry Blossom Festival was revived about five years

ago. On the third weekend in April there are performances and exhibits in Barnes Park celebrating Japanese and Japanese American Culture. For Chinese New Year's the City has a Lantern Festival complete with entertainment and booths. During the weekend Festival Garvey Avenue is closed from Garfield to Alhambra. "Cinco de Mayo" brings a festival of music and entertainment at the Barnes Park Amphitheater. The third weekend of May the City has what is called "Play Days." It is actually the City's birthday celebration each year. There is a parade and a carnival from Thursday night through Sunday. The 4th of July also is celebrated with music and entertainment at Barnes Park. October is the Halloween Costume Parade where the children and their parents turn out in their costumes. Before the Costume Parade there is a bonfire and the carving of pumpkins. Christmas brings another parade and Santa Claus. The festivals bring the community together.

The Library also works with the committees planning these programs and has one or more programs to tie in with the event. Many of the residents consider the Library the cultural center of the community as there is no theater, community band or other cultural venue. The Children's Department always has a special craft or storytime program to tie in with community events. Adult/YA Department has had a Library Services and Technology Act (LSTA) grant funded book discussion on the Japanese American experience before, during and after World War II. During the Cherry Blossom Festival the Library had an LSTA grant funded program entitled "Days of Lore," which featured Japanese American authors reading and performing their works. For Mexican American Independence Day the Library had an LSTA/California Council for the Humanities grant funded program featuring an educator depicting Pio Pico. Another time the Library had a panel of Latinos, who had been in Monterey Park for 40 or more years discussing what they have seen. The Library had an American Library Association grant funded book discussion series on "The West: Whose West?"

Monterey Park has a limited tax base. Garvey Avenue in north Monterey Park is the "Main Street" of Monterey Park. The main businesses on Garvey are restaurants, Asian markets and banks. On Atlantic Avenue near the 60 Freeway are two small, and one larger shopping center called Atlantic Square. The biggest store is the Ralph's Supermarket. This area's clientele are mainly Latino although there is now a Vietnamese Restaurant and a Chinese bakery in the Center. The City is working on building a Market Place Shopping Center further to the east, but off the 60 freeway. This would include a Target, Krispy Kreme Doughnuts, Home Depot, Payless Shoe Store, Babies R' Us, Bed Bath and Beyond, In-N-Out Burger, Michael's Crafts, Starbucks and other stores. Close to it will be another shopping center which may have Cole's Department Store. The City also is building a Sav-On Drug Store with two small restaurants inside behind the Library on the corner of Newmark and Garvey. The City is working on a mixed-use commercial project on north Atlantic and a hotel in the Corporate Center. The building will be no taller than five stories due to a measure passed some years ago in the City restricting the height of buildings. If all these are developed, there will be very little, if any, land that could be developed to bring additional sales tax to the community. The completion, except for Sav-On, is not anticipated soon. Property taxes have had a slight increase due turnover in ownership of property.

The community is willing to help itself, but it can only do so much. In April 1998 the City of Monterey Park passed Measure C by a 2/3rds vote. This was a tax measure which would restore Sunday hours of opening, open the Library on holiday weekends (excluding Christmas, New Years and the holiday itself) during the school year, increase the book budget, replace the roof on the 1959 addition to the Library and build a small addition to the Library. The community knew more space was needed and that something needed to be done about the parking, but they could not afford to pay more. Fortunately, Proposition 14 passed in March of 2000. The Library Board and City Council decided to wait to apply for these funds in order to construct a Library with adequate parking. As plans developed the cost of the project became more than what was available from Measure C. The Foundation took on the task of raising \$350,000 in four months. The people of Monterey Park dug deep into their pockets and came up with \$388,000 by the end of May. The total is still growing. The Library Foundation, which headed the campaign, is planning to raise \$450,000. The City of Monterey Park was asked to contribute an additional \$650,000, which the Council approved.

Monterey Park is still changing, but it is a City that is willing to work to have the services it needs and to help people live in harmony.

Bruggemeyer Memorial Library (Monterey Park) Community Library Needs Assessment

Section 6. Library Service Needs

Executive Summary

All problems trace to a lack of space. The Library needs more space for the literacy program, more space for the Children's program, more space for teens, more space so that those who want quiet can be separated from those who want to study as a group, more space for parking, etc. The overcrowding is a consequence of the demographic changes in Monterey Park from a stable population who just wanted books to read for entertainment or study to one who needs books, media, tutors, the Internet, etc. to learn to survive in a new culture. Any school day afternoon or weekends an observer can see the overcrowding and hear the noise in the Library. Having said that within the general served community there are other demographically affected considerations – most notably:

- A student population with its interest in learning to read or to read well. Parents bring their children into the LAMP Literacy program because they want them to read better to get ahead. LAMP has had to restrict those they will help to those that are not reading at grade level. Part of the reason for the restriction is lack of space. The other is lack of tutors.
- A student population who needs help with their homework. The parents want their children to do better. The Library has a homework assistance program in a very limited area in the Children's Room. More space is needed for the students and the volunteer helpers. The Library received a grant for tutor.com. It has been a success. The Library needs more computers for the children and teens to use to access this program with live homework help over the Internet.
- Immigrants who want to become citizens. They fill the Meeting Room to over capacity on Saturdays for the Citizenship Class because they want to learn all they can so they can become citizens. The new addition will have a larger Meeting Room and additional rooms for other classes that could be going on at the same time.
- The various culturally diverse sub-groups of the community want more library materials on their culture in English and especially in the languages they speak. The Collection space for Chinese, Japanese, Spanish and Vietnamese are full. To add an item in these collections some else has to be weeded.
- A large working adult population with interest in more evening and weekend Library hours as well as continued educational opportunity.
- Book-lovers – across all demographic sub-groups of the community – for whom the Library represents a place to meet, communicate, and learn about each other. The Library presently has one book discussion group which has met every Thursday afternoon since 1991. Whenever there are special discussion groups on a topic for a three-month period, the community turns out. There is a real interest in reading. It is a real problem to plan these book discussion groups because when they are occurring something else has to be displaced and that is usually LAMP tutoring or the LAMP

Citizenship class. Expanded space would allow these things to go on simultaneously. In addition, there would be room for lectures, seminars and classes.

- There is a real need for additional parking. On afternoons and weekends, frequently there is no place for people to park. They end up circling the parking lot and after someone finally leaves, they come into the Library and complain there is no place to park. The plan would come close to doubling the parking and allow access to the parking lot from Garfield Avenue. The community survey ranked this problem as third.
- The number two problem determined by the community survey was the need for more computers. The Library has no space for more unless tables or book stacks are removed. The expansion should allow more space for computers. The student interest in this area is, expectedly, intense, but there is also a considerable interest from the adult population in more Internet access. Monthly, the Library has a beginning Internet class in English and another in Mandarin. Plans are to add a class in Spanish. These classes are not hands-on because the Library does not have a computer lab. Once a person takes the class, he or she can get individual hands-on instruction with a volunteer tutor. The number one complaint about these classes is that the attendees want hands-on instruction in the class. The new expanded library should have a computer lab.
- The number one problem determined by the community survey was noise. With so many people in the Library it is impossible to keep it quiet. The schools want the teens and children to do group study. There is no room for this in the library so they get whatever table they can and start talking. The homework assistance program in Children's is also not quiet. The expanded library should have group study rooms and a room that could be used for homework assistance. In addition, there should be a Quiet Room for those who need an area with no talking to study and/or do research.
- Staff also needs additional space to do their job more effectively and efficiently. Staff duties have greatly changed since the Library was built. Now staff may need space to take apart a computer or to provide instruction to staff on the newest database available to the public or how to find something on the Internet.
- Accordingly, the new expanded Library should build and expand the current program, yet be adaptable for future changes in the community. The Library Plan of Service recognizes all of the above needs and provides for them through a renovation and expansion of the Library and the expansion of the Children's and LAMP literacy services. Consideration should also be given to future needs, including the possibility of further expansion of the Library.

LIBRARY STATISTICS

| | <u>2000/01</u> | <u>1995/96</u> | <u>Percent change</u> |
|--------------------------------------|-----------------------|-----------------------|------------------------------|
| Number using library | 489,165 | 312,415 | +56.6% |
| Number of items checked out | 495,400 | 361,576 | +37.0% |
| # Children's items | 272,356 | 169,712 | +60.5% |
| Library Card Holders | 45,289 | 12,862 | +252.11% |
| Reference Questions | 44,121 | 30,086 | +46.6% |
| Homework Assistance # helped | 1,586 | 0 | |
| Homewk Assistance # questions | 6,450 | 0 | |

| | | | |
|------------------------------------|-------|-----|---------|
| Number Tutored in English | 1,481 | 428 | +246.0% |
| Number in Citizenship Class | 225 | 0 | |

Overview of Current Library Service

This chapter identifies and summarizes the service plan of the Monterey Park Library today. To determine the space needs of the Library, the services the Library provides now, to whom it provides them, whether the services provided are meeting community needs, and whether they are delivered effectively are identified and examined. This section draws from information gathered during the study, focus groups, interviews, survey analysis, data collected about the library, statistics gathered by the Library staff, and comparative data and information from other similar library systems. A profile of current and future Library service population characteristics is summarized.

The Bruggemeyer Memorial Library is open 57 hours a week – Monday through Sunday – and provides a wide range of library and information services and programs to its service area, including individuals of all ages, occupations and backgrounds. Special activities and strengths include a literacy program (LAMP) which includes an English as a Second Language component and a citizenship class, and an international collection of 27,000 non-English language items with an emphasis on Asian materials, housed in the library's International Room.

Background and History

The Monterey Park City Council established the Bruggemeyer Memorial Library in February 1929 to provide public library service to the people of Monterey Park. Before 1929, a small collection of books in the Ramona Women's Club served the town, which was on the corner of Baltimore and Garvey. On March 28, 1929, the first library building opened its doors at 256 W. Garvey, where the St. Stephen's School is now located. It was a gift from Judge Mancha Bruggemeyer in memory of his first wife Roberta Pauline Bruggemeyer. Her picture hangs on the west wall of the current Library. The first City Librarian was Mrs. Helen (Nell) Thomas, who later became the second Mrs. Bruggemeyer.

In 1958, City voters passed a bond measure to build a new Library. The new Library, at 318 S. Ramona Ave. was dedicated on July 7, 1960 and continues to be the present Library site. In 1960, there were 47,000 volumes in the new building. In 1979 a new addition was built onto the Library. This new addition housed and still houses the Children's Services area, Adult Fiction Collection, Circulation Services and the Reference Desk. The present Library has about 26,350 square feet on one floor.

Some important program and project dates in the recent history of the Library include the following:

- 1984 -- the LAMP (Literacy for All of Monterey Park) Literacy Program was initiated. Since its inception, over 15 years ago, it has trained more than 2,500 tutors to

work with more than 5,000 learners. Tutors have donated more than 100,000 hours of instruction. More than 15,000 hours of volunteer tutor instruction is projected for the 2001-2002 fiscal year.

- 1987 – The Library automated its circulation system.
- 1993 – The Library via the LAMP Literacy Program started giving the U.S. Citizenship Skills Examination. More than 1,900 people took the test and more than 1,300 received their citizenship.
- 1995 – The Library's catalog was automated. The Bruggemeyer Memorial Library became the first public library in the U.S. with a CJK (i.e., the catalog will display characters in Chinese, Japanese and Korean vernacular) catalog. The catalog also has menus to allow direct searching in English, Chinese, Japanese and Spanish.
- 1996 – 1999 – The Library converted its Asian language collection bibliographic records to electronic format.
- 1997 – The Library started classes in history and government and in interview preparation to help people pass the Citizenship interview.
- 1997 – The Library started a homework assistance program using volunteer helpers.
- 1998 – The Library started providing Internet access to the public, with support from a federal LSTA Infopeople grant administered by the California State Library. The Library has offered classes on accessing and using the Internet since that time.
- 1998 – The Library staff received the Leonard Wertheimer Award from the Public Library Association. The purpose of the award is “to recognize an individual, library, group, or organization for outstanding work that enhances and promotes multilingual and/or multicultural public library service.”
- 1998 – The community passed a ballot measure (Measure C) which will provide matching funds to expand the present Bruggemeyer Memorial Library building and some operating funds to increase hours. It also has provided funding to open the Library on Sundays and additional funds to purchase Children's books.
- 2000 – The Library became a charter member of the Arroyo Seco Library Network, which is a part of the Library of California, and is a network of all types of libraries sharing resources in order to better serve their communities.
- 2000 – The Library increased open hours around holiday weekends during the school year with Measure C funds.

2001 – The Library, as part of the needs assessment study, held community focus groups, and conducted a community survey to identify what the community would like the library expansion to include.

2002 – The Library acquired a grant to provide homework assistance over the Internet using tutor.com.

Governance and Organization

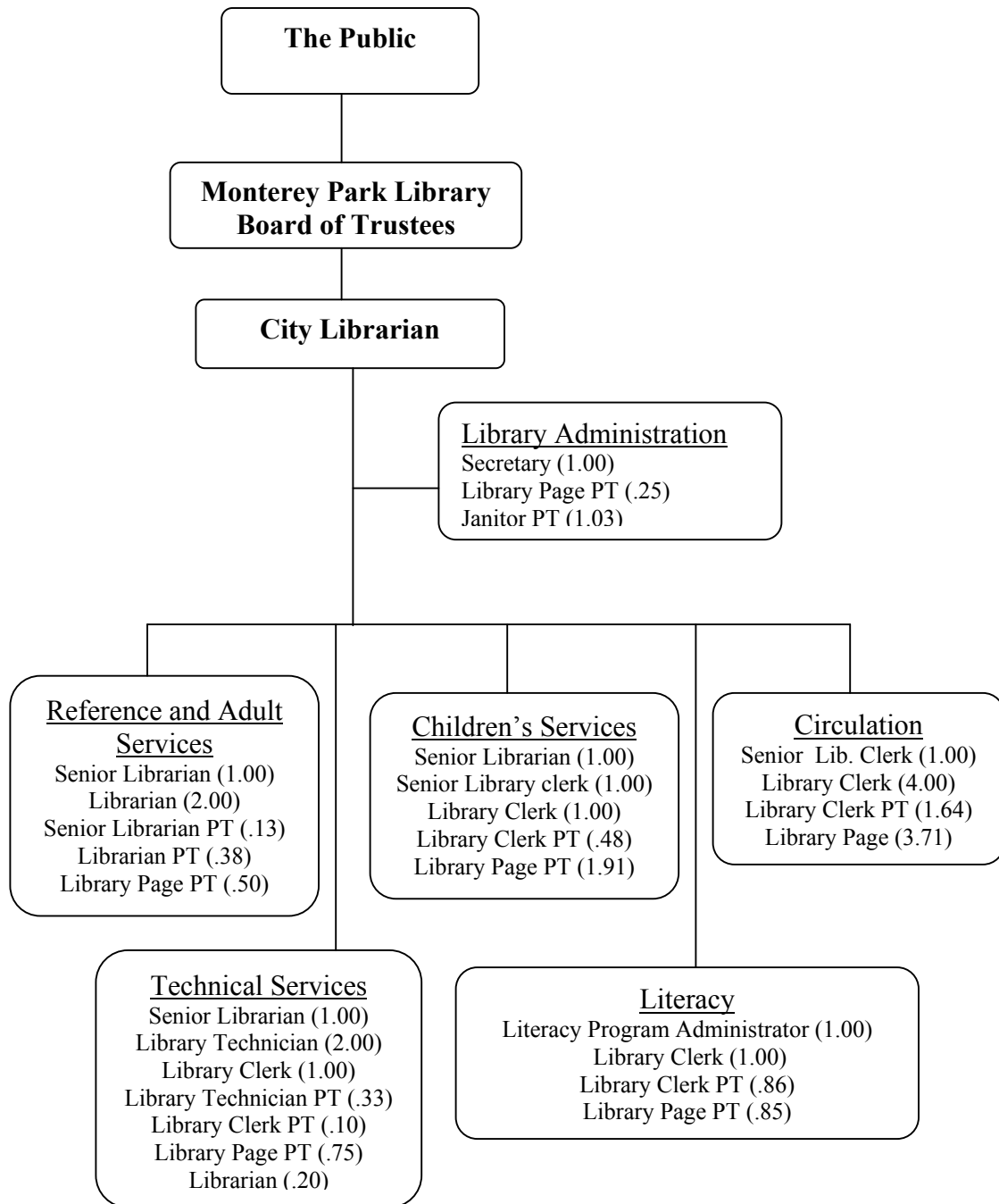
The Bruggemeyer Memorial Library was officially established by a city ordinance approved in 1929. The Library continues to operate under the provisions of Chapter 2.80 of the Monterey Park Municipal Code most recently changed in 1994. The Library is one of nine City departments and is funded by the City of Monterey Park and governed by the Library Board of Trustees. The Board is composed of five members appointed by the Mayor with the approval of the City Council. The Board of Library Trustees reports to the City Council. The City Librarian reports to the Board of Library Trustees. The term of office of Trustees is three years. An organization chart of the Bruggemeyer Memorial Library of Monterey Park is given in the Figure on the next page.

The Library has an active Library Foundation that raises funds to supplement the Library's budget. Starting in late January 2002, the Library Foundation, in coordination with the Library Board, conducted a fundraising campaign to raise \$350,000 to use as a match for Proposition 14 funds. By May 16, 2002, at their annual fundraising dinner, the Foundation had raised \$387,000 which included about \$28,000 raised at the dinner. The Foundation has an ongoing campaign that continues to raise funds for the Library. Another program supported by the Foundation is the Patron's Honor Roll. It raises funds through the sale of plaques placed in the Library as memorials, in honor of family members, or to show the support of a business or organization. The Foundation is a nonprofit 501(c)3 organization.

The Library has an active Friends of the Library group. The group, through volunteer efforts, helps the Library with book sales, raising funds for Children's programs, presentation of library programs, and other fundraising and volunteer efforts. The Friends-operated Bookstore, located in the Library, sells used books, CDs and magazines. All proceeds go to the Friends Fund, which supports book purchases and sponsors programs for library patrons.

The Junior Friends of the Library is also very active. Anyone ages 14 to 18 can qualify for membership. The Junior Friends helps with the homework assistance program, conducts storytimes, helps with the Quarterly Book Sale and in the Bookstore, listens to book reports and helps with the activities of the Summer Reading Program and conducts special programs. Members recommend special program of interest to the City Librarian. The group provides valuable volunteer experience for teens.

Figure 1. Bruggemeyer Memorial Library Organization Chart



Staffing

In fiscal year 2001 / 2002 the Bruggemeyer Memorial Library was approved for 32.12 full-time equivalent positions. See the table below for a listing of positions and FTE in FY 2001/2002.

Table 9. Bruggemeyer Memorial Library Staffing FY 2001/2002

| Position | Number of Personnel | Full-Time Equivalents |
|-------------------------------------|---------------------|-----------------------|
| City Librarian | 1 | 1.00 |
| Administrative Secretary | 1 | 1.00 |
| LAMP Literacy Program Administrator | 1 | 1.00 |
| Senior Librarian | 5 | 3.13 |
| Librarian | 7 | 2.38 |
| Library Technician | 4 | 2.33 |
| Senior Library Clerk | 2 | 2.00 |
| Library Clerk | 19 | 10.28 |
| Page | 21 | 7.97 |
| Janitor | 3 | 1.03 |
| Totals | 64 | 32.12 |

Facility

The current 26,350 square foot Library with an interior atrium open to the sky was built in 1959 and added to in 1979. Building Consultant Aaron Cohen says that a building is a new as its oldest addition. The original building, built in 1960, and addition occurred before the Internet, CDs and even videos. Some of the more apparent problems with the building are:

- ✓ The roof of the 1959 addition has had many leaks over the past few years. The City keeps patching the roof in the hopes that it will last. Last year the Library used Measure C funds to do a better patch job which has a three-year warranty. It must be replaced. Public Works has replaced some of the stained ceiling tiles, but there are some new stained areas plus the stained light fixtures.
- ✓ Every summer one of the air conditioning units goes out and needs work done on it. It is usually the one on the 1959 side of the Library, but last summer it was the one on the 1979 addition. There is also a separate unit in the meeting room which goes out every other year. 2002 should be the next problem year.
- ✓ There are not enough places to plug electrical items in. To plug a projector or coffee maker in at the back of the meeting room one has to use an extension cord and go through the door in the back of the room to a hallway to find a place to plug it in.
- ✓ There is no space to add any more Internet stations. There is demand for more stations. Due to the lack of Internet stations usage has to be limited to a half hour a day.
- ✓ There is only one restroom accessible to a person in the wheelchair. That restroom is the only restroom in Children's.
- ✓ There are not enough public restrooms in the building.

- ✓ There are not enough meeting rooms in the Library, and there are no rooms for Group Study.
- ✓ There is no way to keep the Quiet Area quiet because it is at one end of an open area of tables.
- ✓ There are not enough places for tutors to tutor.
- ✓ There is no space for homework assistance. It has to be done in Children's main reading room.

Collections

The Library holds more than 150,000 books, subscribes to 250 current magazines and adds about 10,000 volumes per year. The Library has many specialty collections that respond to its users needs and interests. In particular, it has a sizeable International Collection of more than 27,200 books that contains materials in non-English languages. The larger collections are in Chinese, Japanese, Spanish, Korean and Vietnamese, which reflects the ethnic diversity of the community. Some of these materials are in the Children's collection. More than 17% of the Library's book collection is in the International Collection, including materials in Chinese which represent over 9% of the Library's book collection.

As of June 30, 2001 the library had a collection of 155,420 volumes of books, 7,897 government publications, 5,137 audio items, 5,266 videocassettes, 4,300 maps, 12,000 pamphlets and 250 magazine and newspaper subscriptions.

Table 10. Existing Collections

| | |
|----------------------------------|---------|
| Books added per year | 10,000 |
| Books held (as of 6/30/01) | 155,420 |
| Serial Volumes | 1,523 |
| Microfilm Reels | 3,226 |
| Microforms (not microfilm) | 54,675 |
| Audio Materials | 5,137 |
| Video Materials | 5,266 |
| Current Periodical subscriptions | 250 |
| Book Titles Added | 11,629 |
| CD ROMs (Data Disks) | 417 |

Hours

The Library is open 57 hours a week, seven-days a week. This is a large increase from 1995 when the Library was open 4½ days a week with no Saturday or Sunday service. The Library Board of Trustees made a commitment to try to increase hours of opening using available funds and doing a tax measure (Measure C) to fund Sunday hours. The needs assessment indicates that the public would like even more evening and weekend hours.

Programming and Services

Children's and Teen Services

The Library provides access to collections as well as a homework assistance program for elementary school children. Monthly training sessions for children and their parents on the use of the software on the Gates computers started in October 2000.

The Library carries out a Summer Reading Program for children and young adults to encourage them to keep reading during the summer. Children as young as two enjoy the program.¹⁰ The Library also conducts a Fall Reading Program. Each month the Library has a special craft program for children. The Library also has Tutor.com (funded via an LSTA grant), which provides homework help over the Internet with live teachers for those in 4th grade and above.

The Internet

Staff give classes on using the Internet on a regular basis. Staff conduct the class in English on using the Internet on the first Wednesday of each month at 7:00 P.M. In 1999, the Library began conducting Internet classes in Mandarin and Cantonese as well as continued providing classes in English. In 2002 the class in Mandarin became a monthly class – the third Tuesday of the month at 7:00 P.M. Starting in 2000, Internet classes in Spanish were added. The Library is working with a volunteer to do the Spanish class. These addition of each language was made in direct response to the size of the Hispanic and Chinese populations in Monterey Park.

Automation and Information Technology

The library has an integrated online library system with circulation, cataloging and acquisitions functions. The online catalog is accessible to the public. It is accessible remotely over the Internet so that users can access the collection and other information available through the Library's catalog at home or away from the library.

¹⁰ The Teen Summer Reading Program is supervised by the Reference/Adult/Young Adult Services Department.

Support Services

As an independent municipal library, the Bruggemeyer Memorial Library provides Technical Services and automation support to itself. The collections acquired are ordered, cataloged and processed by Technical Services staff located at the Bruggemeyer Memorial Library. Librarians select the materials that Technical Services orders. The acquisitions unit identifies and negotiates discounts with vendors and maintains financial and accounting records for transactions.

Budget and Finance

The table below presents the Bruggemeyer Memorial Library's budget for the past five fiscal years, through fiscal year 1999 / 2000.

Table 11. Finances for the Five-Year period FY 1995/96 – 1999 / 2000

| Fiscal Year | Total Budget** | Support per Capita* | Changes / Last FY | |
|--|----------------|---------------------|-------------------|---------|
| 1995 / 96 | \$1,174,984 | \$19 | (\$29,291) | (2.43%) |
| 1996 / 97 | \$1,249,448 | \$20 | \$74,464 | 6.34% |
| 1997 / 98 | \$1,349,154 | \$22 | \$99,706 | 7.98% |
| 1998 / 99 | \$1,436,753 | \$23 | \$87,599 | 6.49% |
| 1999 / 2000 | \$1,497,895 | \$25 | \$61,142 | 4.26% |
| Total Increase for 5-year period: | | \$6 | \$293,620 | 22.63% |
| * Assumes the service area population of 60,051. | | | | |
| ** Budget figures are derived from the Library's Annual Reports to the California State Library. | | | | |

The Library receives its operating funds from a number of different sources, but primarily from the City of Monterey Park, the State of California (CLSA and PLF), the Federal government (LSTA or other), and gifts, fines, and fees. The Bruggemeyer Memorial Library has received an increase in funding each year during the five-year period covered, except in 1995/96 when it's funding was 2.4% less than the previous year. Even so, overall library funding has increased by 22.63% during this five-year period. Funding from the City of Monterey Park to support the Library's services, while increasing in dollars overall during the five years covered (\$1,064,634 in 1995/96 to \$1,758,784 in 1999/2000) actually decreased in the percentage of the overall funding the library receives by almost 19% (79.01% in 1995/96 to 60.14% in 1999/2000.) This is due in large part to the capital outlay funds provided through Measure C.

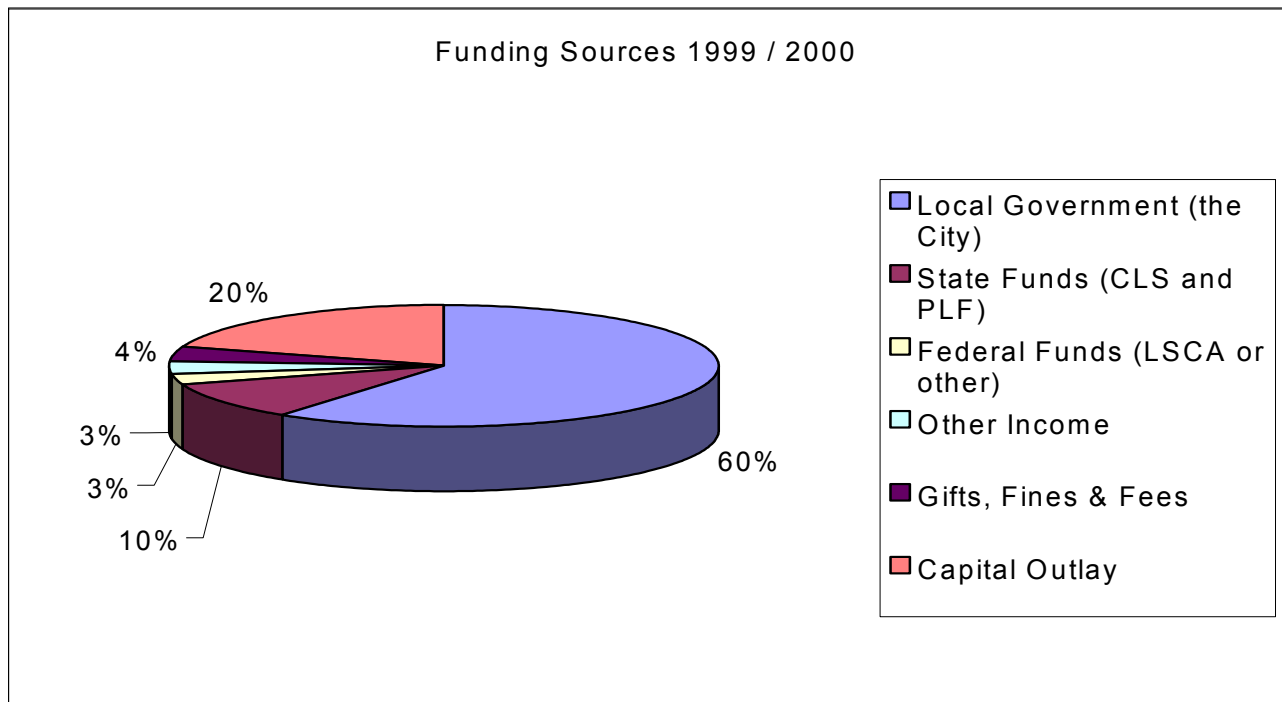


Figure 2. Library Funding Sources 1999/2000

The Library's Measure C Funding for capital and operating expenses supported the library's services and facility planning during this period. In 1999/2000, capital outlay income from this fund was \$441,092.

Table 12 below outlines the Library's expenditures for the five-year period ending FY 1999/2000. Significant trends include a slow but steady increase in the overall budget during the period covered, a much-needed significant overall increase in materials expenditures and the addition of a relatively new feature of the budget – expenditures on electronic access. These reallocation and new allocation of funds to these service areas of the budget have made a significant impact on the services and programs the Library is able to offer the community, but has seriously strained the building's capacity.

Table 12. Expenditures by Type for the Five-Year Period FY 1995/96 – 1999/2000

| Fiscal Year | Total Budget Percent of Increase | Expenditures and Percentage of Budget | | | |
|---------------|-------------------------------------|---------------------------------------|---------------------|-------------------|---------------------|
| | | Salaries / Wages | Materials | Electronic Access | Other |
| 1995/96 | \$1,174,984 -2.4% | \$886,713 7.8% | \$122,323 -1.2% | \$7,256 NA | \$158,692 -38.5% |
| 1996/97 | \$1,249,448 6.3% | \$1,005,720 13.4% | \$109,672 -10.3% | \$0 -100% | \$134,056 -15.5% |
| 1997/98 | \$1,349,154 8.0% | \$1,028,381 2.3% | \$146,120 33.2% | \$54,928 | \$119,725 -10.7% |
| 1998/99 | \$1,436,753 6.5% | \$1,068,290 3.9% | \$169,359 15.9% | \$67,759 23.4% | \$131,345 9.7% |
| 1999/ 2000 | \$1,497,895 | \$1,083,926 | \$202,260 | \$101,253 | \$110,456 |

| | | | | | |
|---------|-----------|-----------|----------|----------|-----------|
| | 4.3% | 1.5% | 19.4% | 49.4% | -15.9% |
| 5-Year | \$322,911 | \$197,213 | \$79,937 | \$93,997 | -\$48,236 |
| Changes | 27.5% | 22.2% | 65.3% | 1295.4% | -30.4% |

Library Service Measurement and Evaluation

There are no fully accepted national or state standards against which to measure the effectiveness of public libraries, but there are guidelines. Public libraries reflect the unique character of the communities they serve, making it less viable or useful to evaluate libraries based on standards applied equally to all libraries. One of the tools used to successfully measure a library's effectiveness is service measures. These measures compare the level of library service provided among comparable communities. As one reviews the Monterey Park Library's services in the following sections, service measures are used to gain a sense of how the Library ranks in relation to libraries in comparable communities.

As in any complex system, evaluation and comparison of library services should be understood as a process of glimpsing snapshots of different facets of libraries. In most communities, different segments of the public utilize and access different services from the library. All of the different facets of the library cannot be assessed in the same way. Different service expectations call for a variety of approaches.

Some library services are direct and immediate, such as circulation of materials. Others are "value-added" services, such as selection of materials, from the vast array of materials available in the market place. The selection process is less visible than the direct circulation process, but its effect is to add value to readers' selection of books and other materials by invisibly assisting them in sorting through all that is published. These and other considerations suggest that both quantitative and qualitative data are useful for a full portrayal of library service. The data given in the sections below are quantitative.

Service Measures

Service measures are ratio measures of library services which the Public Library Association (PLA) developed. By reporting data in ratio form, the differences in sizes of libraries and of populations served are eliminated. A large library with a large population would be expected to have larger circulation than a library in a small community. The use of ratios such as number of circulations to total population, however, is intended to eliminate these size differences and create useable comparisons among libraries. The "population served" in this case is the population of the library service areas as measured by the U.S. Census.

Ratio data enable a form of comparability, but it should be kept in mind that they are impacted by other variables. Circulation per capita, for example, is affected by such variables as the attractiveness of materials in the library collection and the ease and convenience of accessing the collections in the library building. Old books do not generally circulate as frequently as new books, and books that are squashed together making it difficult to reach and

pull them off the shelves are also less likely to circulate. Some commonly used measures are listed and defined below.

PER CAPITA MEASURES

Circulation

The ratio of materials checked out to population served

In-Library Use

The ratio of materials used to population served

Visits or Turnstile Count

The ratio of persons entering the building to population served

Reference Transactions

The ratio of number of reference questions asked to population served

Library Holdings

The ratio of number of items in the library collection to population served

FILL RATES

Reference Completion

The ratio of questions answered to questions asked

DOCUMENT DELIVERY RATES

Registrations as a percent of population

The percentage of the service population who have library cards

Collection Turnover

The percentage of the library's collection that is used in a year

Comparable Libraries and “Peer Groups”

Throughout this chapter, service measures for other libraries are included for comparison purposes. Two groups of libraries have been identified. The first group is made up of independent municipal public libraries that serve a population comparable to that of Monterey Park and that have other similar characteristics. The second group is made up of independent municipal libraries whose service areas are near Monterey Park. These libraries should not necessarily be seen as comparable in nature, but rather, should be seen as libraries serving surrounding communities that residents of Monterey Park may visit and use. Cities with comparable library systems are found in cities of comparable population and density.

Comparable libraries selected in this study are listed in *Table 13* below. Initial criteria used to select the “peer” libraries included:

1. The Libraries are all located in California, in major metropolitan areas.
2. The Libraries are all independent municipal or city libraries.
3. The service population of the Library is between 54,000 and 91,000.

These criteria are characteristic to the Bruggemeyer Memorial Library’s service situation. In addition, some communities that met the criteria and had a diverse population were included. All of the data in tables of comparable libraries is from *PLDS 1999* survey data¹¹, which may differ from data collected by other organizations and from U.S. census data.

Table 13. Public Libraries Serving Comparable Populations (FY1999)

| Library | Estimated Population | Legal Service Area Sq. Miles | Population Density | Central Library ? | Number of Branches | Circulation | Budget per Capita | Number of Book-mobiles |
|------------------------------------|----------------------|------------------------------|--------------------|-------------------|--------------------|-------------|-------------------|------------------------|
| Alhambra Public Library | 90,400 | 7 | 12,914 | Y | 0 | 636,345 | | 0 |
| Alameda Free Library | 72,500 | 12.4 | 5,847 | Y | 2 | 417,427 | | 0 |
| Mountain View Public Library | 74,700 | 10 | 7,470 | Y | 0 | NA | | 1 |
| San Leandro Community Library | 72,300 | 14.9 | 4,852 | Y | 3 | 631,831 | | 0 |
| Upland Public Library | 65,733 | 15.2 | 4,325 | Y | 0 | 320,082 | | 0 |
| Bruggemeyer Memorial Library | 60,050 | 7.7 | 7,800 | Y | 0 | 463,147 | | 0 |
| Palo Alto City Library | 60,500 | 26 | 2,327 | Y | 5 | 1,023,439 | | 0 |
| Yorba Linda Public Library | 60,300 | 18 | 3,350 | Y | 0 | 627,137 | | 0 |
| South San Francisco Public Library | 57,600 | 10 | 5,760 | Y | 1 | 393,533 | | 0 |
| Cerritos Public Library | 54,700 | 8.9 | 6,146 | Y | 0 | 670,000 | | 0 |
| San Rafael Public Library | 54,000 | 21.5 | 2,512 | Y | 0 | 302,604 | | 0 |

It must be emphasized that each of the libraries above, including the Bruggemeyer Memorial Library, has adopted different mission statements, library service roles and goals. Even though the service differences between libraries influence activity levels, the resulting data serve as useful benchmarks for overall performance evaluation.

Another group of statistics used to evaluate library services or to compare one library to service measures achieved by other like libraries is the summary statistics for reporting peer libraries serving like volume populations. One standard breakdown of populations is given in the table below.

Monterey Park falls in the 50,000 to 99,999 population category and is expected to remain in this category through 2020.

¹¹ American Library Association, Public Library Association, *Public Library Data Service 1999 Survey*,

Table 14. Population Categories for Comparing Libraries

| | |
|--------------------|-----------------|
| 1,000,000 and over | |
| 500,000 to 999,999 | |
| 250,000 to 499,999 | |
| 100,000 to 249,999 | |
| 50,000 to 99,999 | ← Monterey Park |
| 10,000 to 24,999 | |
| 5,000 to 9,999 | |
| under 5,000 | |

The Bruggemeyer Library compares favorably to its peers in its population category in most service measures. The measure in which it is significantly below other libraries is “holdings per capita” where it is almost 20% below the median and more than 30 percent below the average of all libraries reporting on that measure.

The Bruggemeyer Memorial Library falls significantly below the national norm for library holdings per capita. This lower rating is also reflected in the \$2.23 per capita expenditure on library materials, which is more than 30% below the national average expenditure and over 46% below the national mean for this category. This relates to the Bruggemeyer Memorial Library’s collection size and quality. The Bruggemeyer Memorial Library also reports a significantly lower number of reference transactions per capita than its peer group libraries.

On the other hand, the Bruggemeyer Memorial Library is very heavily used compared to its peer group libraries. Its circulation per capita and circulation volumes is above the norm for the country (between 6.8 and 7.9), and its visits per capita is over 169% above the national norm (average).

Table 15. Comparison Data for Public Libraries Serving 50,000 to 99,999 Population

| 1999 Service Measure | Reporting Libraries | Mean | High | Median (50%) | Low | Bruggemeyer Library (MP) |
|--|---------------------|-------|--------|--------------|------|--------------------------|
| Expenditures Per Capita | 233 | 27.49 | 123.76 | 22.93 | 2.27 | 20.60 |
| Material expenditures Per Capita | 233 | 4.15 | 21.65 | 3.19 | 0.47 | 2.31 |
| Circulation Per Capita | 227 | 7.90 | 28.30 | 6.80 | 1.20 | 8.17 |
| In-Library Materials Use Per Capita | 84 | 3.50 | 28.10 | 2.00 | 0.00 | 8.41 |
| Visits Per Capita | 71 | 4.90 | 16.80 | 4.40 | 0.50 | 7.74 |
| Reference Transactions Per Capita | 198 | 1.10 | 8.50 | 0.80 | 0.00 | 0.59 |
| Collections Turnover | 223 | 2.70 | 6.14 | 2.65 | 0.36 | 3.29 |
| Holdings Per Capita (in volumes) | 231 | 3.00 | 11.00 | 2.60 | 0.70 | 2.17 |
| From <i>Statistical Report '99</i> . Public Library Data Service, Chicago, American Library Association, 1999. | | | | | | |

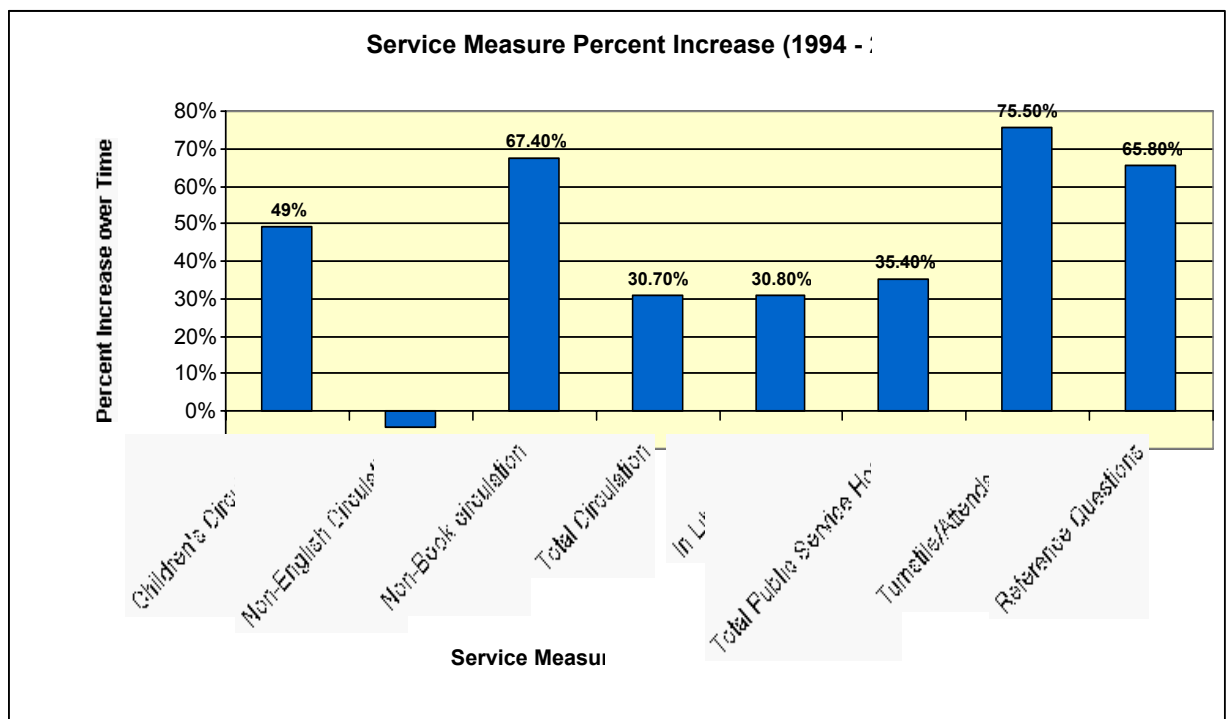
Circulation and Use

The Bruggemeyer Memorial Library circulated 491,000 library items in 1999/2000. Over 49% were items loaned to children. The majority of Bruggemeyer Memorial Library users come from the city of Monterey Park and neighboring communities.

Table 16. Circulation and Use

| Measure or Activity | Bruggemeyer Memorial Library |
|---|--|
| Population Served | 60,051 |
| Registrations (includes non-residents) | 49,848 (53% of Monterey Park's population) |
| Patron Counts (Library Visits) | 464,734 (7.7 per capita) |
| Circulation | 490,804 |
| Circulation per Capita | 8.17 |
| Children's Circulation as a % of Total Circulation | 51.11% |
| Non-English Circulation | 89,903 (18.32%) |
| Reference Transactions | 35,198 |
| Programs | |
| Number of Programs | 1,249 |
| Program Attendance | 18,883 |
| Data from 1999/2000 California Library Outlets Survey filed by the Bruggemeyer Memorial Library | |

The Bruggemeyer Library has seen an enormous increase in its overall use over the past six years. This increase in use reflects a number of community and library factors which are expected to continue to increase library use in the future.



The Bruggemeyer Memorial Library circulated over 490,800 items in FY1999/2000. It has experienced a steady growth in circulation over the past 5 years, as the following tables and above chart indicate.

Table 17. Service Measures 1994 - 2000

| Service Measure | 1994/95 | 1995/96 | 1996/97 | 1997/98 | 1998/99 | 1999/ 2000 |
|----------------------------|---------|---------|---------|---------|---------|---------------|
| Children's Circulation | 168,283 | 169,712 | 204,241 | 222,396 | 246,690 | 250,852 |
| Non-English Circulation | 93,837 | 85,878 | 91,624 | 93,501 | 99,141 | 89,903 |
| Non-Book circulation | 23,123 | 25,338 | 33,760 | 33,849 | 41,828 | 38,728 |
| Total Circulation | 375,349 | 361,576 | 424,450 | 463,147 | 483,772 | 490,804 |
| In Library Use | 386,000 | 372,000 | 437,000 | 477,000 | 498,200 | 505,000 |
| Total Public Service Hours | 2,059 | 2,099 | 2,550 | 2,756 | 2,761 | 2,789 |
| Turnstile/Attendance | 264,747 | 312,415 | 412,325 | 455,793 | 462,831 | 464,734 |
| Reference Questions | 21,219 | 30,086 | 33,325 | 35,987 | 39,094 | 35,198 |
| Online DB Searches | 10 | 0 | 0 | 0 | 0 | 292 |

Comparison of per capita service measure data of peer libraries yields the following table.

Table 18. Service Per Capita Measures Comparison (FY1999)

| Library | Estimated Population | Library Visits per Capita | Circulation per Capita | Reference Transactions per Capita | Registrations as % of Population | Circulation per Registered Borrower |
|---|-------------------------|------------------------------------|------------------------------|---|--|--|
| Alhambra | 90,400 | 5.6 | 7.0 | 1.6 | 67.4 | 10.4 |
| Alameda | 72,500 | na | 5.8 | 0.9 | 61.9 | 9.3 |
| Mountain View | 74,700 | na | na | na | 97.6 | na |
| San Leandro | 72,300 | na | 8.7 | na | Na | na |
| Upland | 65,733 | 4.1 | 4.9 | 1.1 | 140.9 | 3.5 |
| Bruggemeyer | 60,051 | 7.7 | 8.2 | 0.6 | 53.0 | 16.2 |
| Palo Alto City | 60,500 | 13.5 | 16.9 | 1.0 | 93.9 | 18.0 |
| Yorba Linda | 60,300 | 4.0 | 10.4 | 1.3 | 61.1 | 17.0 |
| South San Francisco | 57,600 | na | 6.8 | 0.7 | 64.8 | 10.5 |
| Cerritos | 54,700 | 14.8 | 12.2 | 2.7 | 86.1 | 14.2 |
| San Rafael | 54,000 | 4.2 | 7.5 | 0.8 | 42.9 | 13.1 |
| Mean (Ave) | | 4.9 | 7.9 | 1.10 | | |
| Median (50%) | | 4.4 | 6.9 | 0.80 | | |
| Table data from PLDS Study, 1999; data for 1998 period. | | | | | | |

As mentioned earlier, the Bruggemeyer Memorial Library has considerably higher use as reported in the number of library visits per capita than most of the identified peer libraries, and is considerably higher than both the national mean and median for the country.

The Library has high penetration of its community as indicated by more than 53% of the population being registered for Library services.

Summary of Existing Library Service Plan

The table below lists some of the key library services, resources and program offered by the Bruggemeyer Library. The information in this table represents a snapshot in time for the Library's activities and services.

Table 19. Summary of Existing Library Service Plan (2000)

| Service or Activity | Service Level | Notes / Items |
|---|---------------|---|
| Service population | 60,051 | 2000 Census figure (a) |
| Library size: | 26,350 | Square feet (Bruggemeyer Memorial Library) |
| Service Hours: | 57 | Hours per week (b) |
| Number of Library Visits: | 464,734 | Individuals (b) |
| Use: | 490,804 | Circulation (b) |
| | 505,000 | In Library Use (b) |
| Collections: | 153,668 | Volumes (b) |
| | 1,512 | Serial Volumes (b) |
| | 4,823 | Audio Cassettes (b) |
| | 4,824 | Video Cassettes (b) |
| | 57,311 | Microforms (b) |
| | 250 | Current Periodical Subscriptions |
| | 408 | CD's (b) |
| | 10,000 | Books added each year |
| User Seating: | 201 | Open Seats for Adults and Children |
| | 19 | Seats at Technology and Equipment |
| Public Technology Stations | 9 | Electronic Information Access Stations |
| Public Service Desks: | 3 | Reference, Circulation, Children's Reference Desk |
| Programming: | 1,249 | Library Programs (b) |
| | 18,883 | Attendees to programs (b) |
| Meeting/Program Rooms: | 1 (82 seats) | Friends Room |
| | 1 (65 seats) | Storytime Room |
| | 2 (25 seats) | Conference Rooms |
| Other Special Rooms: | 1 | Friends Book Store |
| Staff: | 32.12 | Number of FTE |
| Volunteers: | 10.5 | FT Equivalent |
| Parking Spaces: | 108 | For Cars, Onsite (c) |
| Notes to Table: | | |
| (a) 60,051 (2000 Census) | | |
| (b) Library data as reported to the California State Library 1999/2000. | | |
| (c) Shared with neighboring church. | | |

Library Service Needs From Focus Groups and Survey

The services and programs recommended for the Library in this needs assessment support the community response as provided through the focus groups and survey. Community input has identified the following as high priority for their new and/or expanded Library:

- Availability of a variety of seating and places to study, read, do research, and browse materials when they are at the Library
- Availability of acoustically separate group study space for teens and other students to do homework and work together on assignments
- Availability of quiet reading and study areas away from the noisier activities in the Library
- Availability of computers for accessing the Library's catalog, the Internet, and working with software, including word processing when they come to the Library
- Collections which are up-to-date and in the variety of languages most used by the community: English, Chinese, Spanish, Japanese, Vietnamese, and others as ethnic groups are identified.
- Children's services which are separated acoustically from other areas of the Library and which are much larger than at present
- LAMP Services that have adequate space for tutoring one-on-one, for computers, and for staff
- Adequate parking in a convenient configuration in relation to the entrance to the Library
- Space in the Library for cultural and other exhibits of interest to the community
- Continuation of, and expansion of, classes in citizenship, literacy, use of the Internet, and other topics of interest to members of the community
- A Young Adult area of the Library which is acoustically separate from the rest of the Library and in which young adults have their own music, listening and viewing stations, art and collections
- Comfortable space where families can come to work with their children: reading, working together on the computer, working together on activities and crafts

Bruggemeyer Memorial Library (Monterey Park) Community Library Needs Assessment

Section 7. Service Limitations of the Existing Library

Executive Summary

The Bruggemeyer Memorial Library contains 26,350 square feet and is all on one floor.

In general, the Library facility is functionally worn out. It lacks the space and infrastructure to provide modern library and information service to the Monterey Park community. If the Library were adequate in size and able to handle the challenges of modern library services, use of the Library, which is already extensive would increase dramatically. The community has grown significantly since the opening and expansion of the existing building, and the community has special needs which cannot be met readily in the current setting. The need to provide additional access to the Internet and technology has become a critical element.

There are numerous complaints about the noise in the Library due to having too many people in the space. In the afternoons, all the seating is full, and people end up sitting on the floor in order to use the Library. The Quiet Area is not quiet because it is in an opening seating area, but there is no other space for it. The young people want to do group study, but unless they get to the few tables in the regular reading room first there is no place for them to do the group assignments given by the teachers.

The Literacy program (LAMP) is severely limited by the lack of space, especially for tutors, study sessions and classes. There are no adequate tutoring rooms so the tutors must work with clients in the open areas of the Library, disturbing others who desire quiet.

The Children's area is severely impacted by the lack of space for its collections, seating and programs. The homework help program must fight for space at the few tables in the Children's Room.

At the same time, nothing should be eliminated in the overall sense of general services offered. Print collections are going to be with us for a very long time and will continue to be a main resource for learning, recreational reading, browsing and reference. The shelves in many areas – i.e. Children's, the International and Video Collections are so full that to add an item means an item needs to be weeded. The added dimensions of electronic information resources and productivity computers at the Library have added to the need for space, not diminished it. In addition, the major ethnic groups in the City need more services that recognize their language and learning needs. This requires additional space to adequately address.

There are other negative factors, but, to repeat, all are the result of the overcrowded situation. Significant expansion of the Library will solve these problems. The existing library is less than half the size it should be to accommodate today's needs and to provide space for future needs. The expansion should double the size of the Library.

A. Collections

The Library houses over 150,000 books, magazines, audiocassettes, government documents, videocassettes, microfilm/microfiche and other materials. Collection space is very tight. Shelves are completely full to overflowing in all areas of the library buildings. Some collections in the Children's area are shelved too high and out of reach for the children, due to lack of space. There is little to no space where collections can be organized and displayed for special needs and targeted audiences attractively. Even with regular weeding, the collections will and should grow as the collections are updated and targeted to user needs.

The renovated and expanded library will provide adequate space for the existing collections as well as provide growth space for expanded collections needed by the community.

B. Readers' Seating

There are 201 open seats for the public in the Library. This is less than 67% of the seats needed in a community the size of Monterey Park, and less than 58% of the seats that will be needed in the community by 2020 to meet population growth. The lack of capacity in seating is clearly reflected in the Library facility which often has times when all seats are in use and no seats are available to entering users. Afternoons after school the seats are all occupied and people cannot find seats. In both the children's areas and the adult areas, there is not enough seating. It is not unusual to see students gathering in areas of the Library where there is no seating. Often, every seat in the Library is taken and teens/children sit on the floor. The LAMP Literacy Program has problems finding places for tutoring when the building is full.

Some seating is at computer or other equipment in the Library. Currently the library has 19 seats at computers and other equipment. The Library needs at least 92 seats at computer stations by the year 2020. The small number of seats at technology stations now compared to what is needed is most clearly evident as the Library must curtail the length of time (a half-hour per day) a patron may use any computer or terminal and must monitor use to assure that waiting uses can get computer time when needed.

C. Staff Offices, Workstations, and Visual Supervision

There is a severe lack of adequately designed space for Circulation functions and a general lack of privacy for these functions. All of the functions are in direct view of the public and make the Library appear less professional in performance of these functions.

The LAMP office is extremely crowded and inadequate in size for the number of people in the space.

The Children's area has outgrown its space.

There are no offices for the Senior Librarians or Senior Library Clerks to do performance appraisals or conduct meetings.

Storage space is at a premium.

D. Technology

There are not enough computers and online catalog stations in the Library, partly due to the lack of space for them. People must sign up to use the Internet computers for 30 minutes at a time, and there is usually a waiting list. Telecommunications infrastructure is less than adequate.

E. Meeting and Programming Space

There is not enough space for meetings, programs and storytelling. The one public meeting room is often fully booked when others would like to have space for meetings and programs. Meeting spaces are not equipped with adequate technology. There are no data connections to the meeting spaces to access the Internet or the Library's internal network. This severely limits the Library's ability to provide adequate programming and instructional services. Citizenship classes cannot show interactive videos. There is no cable or satellite connection from the meeting room to allow downlinking of distance learning programs, conferences and other special programs for students, children and adults. The size of the largest meeting room is inadequate for the size of classes and programs the Library offers.

F. Special Purpose

Public Spaces

There are no adequate special spaces for the public. Typewriters are in an open area near the collections and public meeting room, study space is open to the adult area of the Library causing excessive noise, personal laptops cannot access the Internet in the Library, unless a typewriter is unplugged. Typing bothers those in a meeting. There are not enough seats for the population base served and the amount of use from families, seniors, children and teens in general. There are many times that adults cannot find seating, especially during the afternoon hours after school when students take up all or most of the adult seating areas for study. Even if adults find seats, they are often faced with extensive noise coming from seating areas where children and young adults are studying together.

Children's Areas

The children's public areas suffer from a severe lack of space. It is too small to handle current usage, and there would be even more circulation and use if the children's collection were less densely packed into the space available. There are not enough computers available for families, students and children to use. Yet there is no space to add more stations without giving up something else that is sorely needed. More individual and group seating is needed, including spaces where parents and children can work, read and use computers together without adversely impacting other users' space. The area needs more space for special book and media displays and browsing areas that are not so crowded and tightly packed. Although the future population growth for this age group is not large, the space could be twice as big as now and still have difficulty serving current needs. Some of the shelving in the Children's areas is too high for the users it serves.

Library Entry

The entrance to the Library is located just off the parking lot. Extreme vehicle and user congestion occurs during school day afternoons and heavy use days when vehicles enter the parking lot and stop to drop off children and others. The entrance doors open immediately to the Circulation Desk, and lets in drafts of either hot air on hot days or cold air on cold days, which creates an uncomfortable working condition at the Desk.

Circulation Functions

The book return is unenclosed. During holiday periods when the Library is closed for several days, books and other materials spill onto the floor as the drop becomes full and overflows. This creates a difficult work situation for staff who must pick up the materials and process them as well as for the materials which are more easily damaged in an overflow situation.

As many as 2,000 books and other materials are checked out and in each day. There are not enough Circulation terminals to accommodate this volume of traffic at peak times. Use of the Library can be expected to increase with an expansion renovation, which will impact this area further.

Restrooms

From a functional perspective, the restrooms are inadequate. All the public restrooms need changing tables and at least one restroom should be available for family use, near the Children's area. Existing restrooms are too small and users complain of unpleasant odors and inadequate ventilation.

The staff restroom also has the problem of odors and inadequate ventilation.

Parking

As mentioned elsewhere, the entrance to the parking lot is very close to the entrance to the Library and extreme congestion in the throughway of the parking lot and at the entrance to the Library during heavy use periods. This is partly caused by the main entrance to the parking lot being located so close to the entrance, but also because there is no separate drop off place for cars to stop without creating a barrier for cars trying to get to the main parking lot.

Bruggemeyer Memorial Library (Monterey Park) Community Library Needs Assessment

Section 8. Physical Limitations of Existing Library Facility

Executive Summary

The existing Bruggemeyer Memorial Library is comprised of two portions on a single floor level; the original 16,800 square foot library, designed in 1959, and a 9,550 square foot addition designed in 1979. Both structures are essentially rectangular in plan. The original structure is taller than the addition.

Based on current and future needs, the existing Library will require significant expansion and renovation. The planned expansion will double the size of the library, while the renovation will modernize fire, life safety and disabled access elements, HVAC, plumbing, electrical, telecommunications and audio-visual systems. Despite the extent to which changes are required, the renovation and expansion of the existing facility is deemed a more cost-effective alternative to replacement of the existing facility with a new building. Due to the magnitude of expansion, there is need for additional site area for parking and reconfiguration of the lot shape to allow for the expanded building volume. Despite the added site area, only an addition primarily on a new second floor is feasible. Future expansion may occur by extending the second floor further to the east and/or north over the parking area. Additional land for parking could be purchased in the future. Two adjacent sites are possible and the City is purchasing additional land for Civic Center parking.

A. Structural

The building structure is made of wood and steel framing, masonry perimeter walls, a concrete slab on grade and a conventional spread and continuous concrete foundation. The lateral force resisting systems for the original building and addition are comprised of plywood roof diaphragms and the masonry walls. There appears to be no significant structural damage in the building. Shrinkage cracks in walls and slab settlement were observed. Some modifications to the existing structure will be necessary to accommodate the building expansion and to meet minimum requirements of current code.

B. Energy Conservation

The energy performance of the existing building does not conform to current Title 24 energy regulations. Poor insulation and single glazed openings compromise the existing thermal envelope of the building. There is little natural lighting or ventilation. The existing HVAC systems for the original building and the addition are extremely inefficient and have passed their recommended useful service lives. Much of the ductwork can be reused to the extent architectural changes allow, but will require cleaning. Exhaust systems, where occurring, are inadequate.

The plumbing systems are old and substandard. Existing galvanized water piping and non-Title 24 compliant and worn-out fixtures must be replaced. The number of fixtures does not comply with Appendix C of the Uniform Plumbing Code based on existing occupancy.

Existing lighting is inadequate in a number of locations. Lighting has been upgraded within the last five years to make it use less power, but there was no work on areas to make sure there was enough light. A new lighting control system should be installed. Existing electrical service is not adequate for future additions to the Library, and will need to be upgraded. The building has a shortage of power outlets. More outlets are needed with an adequate number of circuits and panelboards.

C. Health and Safety

According to the 1997 Uniform Building Code, the building Occupancy is primarily Group B. The Friend's Meeting Room is a Group A Occupancy requiring two exits and one-hour fire separation from Group B uses. The fire separation does not currently exist nor do the exits comply with Title 24 regulations for disabled access. The Construction Type is Type III, 1 Hour. Based on the number of occupants, the exits are of adequate number and width, but two do not comply with Title 24 regulations for disabled access. Based on existing distances of the building to property lines, the floor area of 26,348 SF complies with an allowable floor area of 27,000 square feet. No fire sprinkler system exists in the building, and none is required by code. There is an automatic fire alarm system activated by smoke detectors, that will need to be replaced with a modern, digital addressable type, with self-charging batteries, and alarm/trouble functions.

D. Disabled Access

As noted previously, two general exits and two exits from the Meeting Room do not comply. Several doors do not comply with the minimum required width and/or for wheelchair clearance. Most of the restrooms are not compliant. Door hardware requires replacement in many places. Drinking fountains do not comply.

E. Acoustics

Contiguous open collections, study and reading areas create poor isolation between areas of dissimilar use. This is exacerbated by quiet ambient noise from HVAC equipment which does little to help mask disturbing activity noise. High ceilings and lack of much sound absorbing materials result in poor privacy throughout much of the public areas of the Library. Exterior noise is also a problem, particularly at the Circulation Desk. Meeting rooms are outdated acoustically.

F. Space flexibility/expandability

The existing library is severely impacted by the lack of space for collections, seating and programs. This space shortage limits flexibility and expandability within the Library. Surrounding parking areas and driveways restrict the potential areas for expansion of the building perimeter. The most feasible location for expansion is primarily in the form of a new second floor.

G. Functional Spatial Relationship

Due to the space shortage, areas overlap or are adjacent to each other creating many functional conflicts. There is inadequate isolation of quiet reading and study areas. There is not enough space required for distinct collections, causing one collection to spill over into another. The lack of a Young Adult area creates conflicts within the heart of the reading and stack areas. The dramatic need for additional space and resolution of functional conflicts may require significant space re-organization within the building.

H. Site

The 79,713 square foot site has been in use as a public library for over forty years. The City has purchased an Option to purchase 29,853 square feet of additional land and exchange 9,307 square feet of land with the church adjacent to the east. The new site will be 109,566 square feet in size. The library is located in a Civic Center Overlay Zone.

The front two thirds of the existing site is covered with the Library. The remaining third of the site is developed with a parking lot that drains by sheet flow from east to west. Flooding of the Library is not a problem; however, site drainage systems should be made to comply with current storm water mitigation measures required in Los Angeles County. The site is currently paved with asphalt concrete pavement in poor condition that should be replaced. The southerly driveway should be paved with concrete due to use by waste removal vehicles.

Sewer service to the existing facility is provided by means of a 4" diameter house connection that will need to be replaced with a larger service. Gas service to the existing facility is provided by means of a high-pressure gas line that should be adequate for the expanded building. Water service to the existing facility is provided from a 2" water line that will need to be replaced with a larger service. Electrical service is by means of two feeds, both of which will need to be replaced due to age and inadequate capacity for the expansion.

The entrance to the parking lot is close to the building entrance. Since there is no adequate drop-off for passengers, congestion occurs adjacent to the Library entrance. The existing number of parking spaces (108) is often inadequate, due to a shared agreement with an adjacent church. About 89 additional spaces will be provided with the purchase of new land next to the church and rearrangement of property lines.

I. Other Considerations

Technology Infrastructure

There is a lack of infrastructure to satisfy current and future demands for computer access to online and archived information. The phone system will need transient voltage surge suppressors to protect sensitive electronic equipment, including routers, servers, computers.

Audiovisual

The library appears to have little or no audiovisual systems technology. Infrastructure to enable use and display of external sources such as Internet, cable, satellite, distance learning and teleconferencing programming is needed throughout the Library.

Community Library Needs Assessment Monterey Park Library

Section 9. Space Needs Assessment

Introduction and Spaces Summary

The Bruggemeyer Memorial Library needs to contain at least 52,500 gross square feet in order to provide adequate services for its community over the next two decades. Table 20 lists the square footage allocations needed.

Table 20 Summary of Space Requirements

| Area / Activity | Amount 2020 | 2020 Square Feet |
|--|--------------------|-------------------------|
| Collections | 165,000 | 12,989 |
| User Seating | 300 | 9,000 |
| Public Technology Stations | 92 | 3,220 |
| Staff Workstations | 52 | 7,350 |
| Special Use Space | 5% Func Space | 1,688 |
| Special Areas | | 1,333 |
| Subtotal Library Functional Space | | 35,580 |
| Subtotal Unassignable Space @ 30% of Gross | | 15,249 |
| Subtotal Library Gross | | 50,829 |
| Special Services | | |
| Multipurpose Room | | 1,200 |
| Friends Bookstore/Retail | | 250 |
| | | |
| Special Services Unassignable @ 15% of Gross | | 256 |
| Total Special Services | | 1,706 |
| Grand Total | | 52,534 |

Space Program Outline (Preliminary)

This is a list of areas needed in the library, based on initial discussions and community input during the needs assessment process. It will be refined and adjusted during the programming phase of the building project. All possible subspaces and categories of space may not be included in the following list and some spaces may be combined and adjusted in the final building program to reflect spatial and other requirements.

Lobby (outside Library materials security system)

- Exhibits
- Donations Drop
- Community Announcements
- Give-aways

Library Lobby (inside library materials security system)

- OPACs
- Self-Check Out Stations
- Literature and Announcements display

Circulation Services

- Photocopy/Imaging area
- Circulation Desk
- Circulation Workroom
- Sorting area
- Microforms
- Microform Reader/Printers
- Electric typewriters

Browsing and New Books

- Seating

Reference Services

- Reference/Information Desk
- Reference Collections
 - Reference Collection
 - Government Documents
- Reference Seating
- Electronic Information Access Stations
- Special Collections and Local History (secure)

Adult Collections and Seating

- Non-Fiction Collection
- Fiction Collection
- Paperback Collection
- Large Print Collection
- Seating
- Group Study Rooms
- Electronic Access Stations

Adult International Collections

- Collections (Chinese, French, German, Italian, Japanese, Khmer, Korean, Spanish, Vietnamese)
- Seating
- Newspaper and Periodical Display

Adult Reading Room

Current Periodicals (and Newspapers)

- Collections
- Seating

Media Services

- Collections
 - CD's
 - Audio Tapes
 - Video Cassettes
 - DVD
 - Books on Tape
- Multimedia stations
- Listening and Viewing Stations

Computer Lab / Technology Center

- Computer stations
- Command and control station
- Networked printer

Young Adult Area

- Collections
- Listening and Viewing Stations
- Seating
- Electronic Information Stations

LAMP (Literacy Services)

- LAMP Service Desk
- Tutoring/Consultation Rooms
- LAMP Offices and Workroom
- Electronic "Smart" Classroom
- Classroom

Children's Services

- Children's Reference Collection
- Seating
- Homework help
- Reference Desk
- Electronic Information Access Stations
- Photocopy Area
- Children's Collections
 - Non-Fiction
 - Fiction
 - International
 - Paperbacks
- Children's Magazines
- Children's Media
- Seating
- Easy/Picture Book Area
 - Picture Books
 - Easy Books
 - Seating
- Storytime Room
- Arts and Crafts Room
- Children's Restrooms
- Children's Staff Workroom

Multipurpose Room

- Kitchenette
- Storage for furniture and equipment

Friends Book Store and Retail

- Book Collections
- Sales Desk
- Exhibits
- Booksale Storage Area

Staff and Administration

- Technical/Automated Services
- Computer Room
- Reference Staff Offices
- Administrative Offices
- Staff Room
 - Vending Machines
 - Staff Lockers
- Staff Restrooms
- Receiving / Delivery Area
- Staff Mailboxes

Unassignable Areas / Space

- Public restrooms
- Janitor Closets

9 a. Space Needs Assessment - Library Collections

Based on a community guideline of 2.5 - 3.0 volumes per capita¹², over the next twenty years the collections of the Bruggemeyer Memorial Library will need to grow to approximately 200,000 volumes. This will need to happen to meet the needs of this very diverse community and its projected population of 72,000 by 2020.

Shelves in the present library, with a current collection of approximately 164,000 volumes, are at 100%+ capacity, and there is no available floor space for additional shelving without eliminating sorely needed seating and other services.

The proposed expansion and renovation is planned to accommodate nearly 200,000 volumes in a variety of formats and shelving sizes and styles.

Following the general initiation of assumptions in this Needs Assessment, further development of the sizes and space allocations of collections, with detail, appears in the Library Building Program.

Refer to Appendix B-1 and Appendix C-2 of the Library Building Program for a complete chart of the shelving plans for the proposed expansion and renovation, including size, format, category, volumes per linear foot and anticipated percentage of collection in circulation, as well as calculations used for the data..

Table 21. Collections Space 2020

| Collection Medium | | 2020 (c) | |
|------------------------------|----------------------|---------------------|---------------|
| | | Items to be shelved | Square Feet |
| Volumes | 14 vols / sq ft (b) | (a)165,000 | 11,781 |
| Audio Cassettes | 20 items / sq ft | 2,000 | 100 |
| Video Cassettes | 15 items /sq ft | 5,069 | 338 |
| CDs and Other Media | 20 items / sq ft | 5,069 | 253 |
| Microfiche & Microfilm files | 15 sq ft per cabinet | 20 | 300 |
| Current Periodical Titles | 1.5 titles / sq ft. | 325 | 217 |
| | | | 12,989 |

(a) 85% of collection (15% in circulation), 25% in compact shelving.

(b) Some materials (30% of volumes) in compact shelving @ 20 vols./sq ft

(c) Total may not add up exactly due to rounding.

¹² Based on comparisons of "peer" libraries earlier in this report and on the planning guide *Wisconsin Building Project Handbook*.

9 b. Space Needs Assessment - Readers' Seats

The present seating in the Library is inadequate. Most weekday afternoons once school is out the seats quickly become taken. Latecomers have to sit on the floor. The plan identifies the need for 300 open seats for the public (by 2020). Open seating on average can be calculated at 30 square feet per seat, giving a 9,000 square feet total for open seating.

300 open reader seats for the general public represents little over 4 seats per 1000 capita. This is based on the Wheeler and Goldhor guidelines of 3 to 5 square feet per 1000 population.

Following the general initiation of assumptions in this Needs Assessment, further development of the quantities of types of seating, with detail, appears in the Library Building Program.

Refer to Appendix C-4 of the Library Building Program for a breakdown of all types, quantities and area allocations of seating.

Table 22. Open Seating Square Foot Requirements (2020)

| Seating | Space Standard | 2020 | |
|--------------|---------------------|-----------------|--------------|
| | | Number of Seats | Square Feet |
| Open Seating | 30 sq. ft. per seat | 300 | 9,000 |

9 c. Space Needs Assessment - Technology

Public Technology Stations Space

The Service Plan calls for a minimum of 92 technology and equipment stations for the public. This includes computers, multimedia stations, A-V and Digital listening and viewing stations, self-check out stations, photocopy machines, microform reader/printers, electric typewriters and any new technology that may come along in the future. At an average size of 35 square feet per station, the Library will need a minimum of 3,220 square feet for these stations by 2020.

An average of 35 sf for all technology was used in the initial Needs Assessment calculations. Once the Needs Assessment was completed, the following space allocations were used for technology stations in the Building Program:

Public Access computer stations are allocated at 30-35.5 sf per station, depending upon how much personal space is needed and whether more than one person sits at one station. Stand-up computers for quick look-ups are allocated at 20 sf/station. Electric typewriter stations are allocated at 25 sf. All other standard allocations are made according to the ALA Building Blocks for Space guidelines. Other equipment and technology for the public needing space allocations include networked printers at 12 sf/printer, public photocopy machines at 40 sf, express check-out machines at 30 sf each, and microform reader printers at 36 sf each, unless it has side returns, in which case the allocation is 60 sf each.

A Telecommunications Room is planned for equipment and computer peripherals and cabling to support the Library's telecommunications equipment for both the public and staff.

Following the general initiation of assumptions in this Needs Assessment, further development of the quantities of types of stations, with detail, appears in the Library Building Program. Refer to Appendix A of the Library Building Program for a breakdown of all types and quantities of equipment and Appendix C-3 for a detailed breakdown of workstations and computers.

Table 23. Public Technology Stations: 2020 space requirements

| | | 2020 | |
|-----------------------------|---------------------|--------------------|--------------|
| Public Technology Station | Space Standard | Number of Stations | Square Feet |
| Information Access Stations | 35 sq. ft. per seat | 92 | 3,220 |

9 d. Staff Offices and Workstations

Staff Offices and Workstations Space

The Service Plan identifies the need for 49 staff workstations. At an average of 150 square feet per station, the Library will need **7,350** square feet of space for these stations and their attendant equipment and furnishings.

Following the general initiation of assumptions in this Needs Assessment, further development of the quantities of types of stations, with detail, appears in the Library Building Program.

Based on the Library Building Program, the standard staff workstations with their sf allocations are the following:

- Director's Office 400 sf
- Department Head Office 150 sf
- Supervisor's workspace 120 sf
- Typical open office workstation 80 sf
- Technical Assistant cubicle 60 sf
- Public Service Desk workstation 120 sf

Refer to Appendix C-5 of the Library Building Program for the developed allocation of staff workstations by area.

Table 24. Staff Workstations: 2020 space requirements

| Type of Station | Space Standard | 2020 | |
|-------------------|----------------------|--------------------|--------------|
| | | Number of Stations | Square Feet |
| Staff Workstation | 150 sq. ft. per seat | 49 | 7,350 |

9 e. Meeting Room Requirements

The Building Program describes the need for a Multipurpose Room.

A library multipurpose room to seat up to 80 adults is proposed. The library currently has a room, used most hours of library operation, that is too small. A larger space is needed for many programs. A space for up to 80 persons is anticipated.

80 people at 15sf per person requires a 1,200 sf room.

9 f. Special Purpose: Miscellaneous Space Needs

Special Use Space

This space accommodates the miscellaneous furnishings and equipment of libraries which has not already been counted. It includes such items as dictionary stands, atlas stands, reference counters and map cases. This space model estimates special use space to be about 5% of the total functional space in the Library and is calculated to be 1,688 by 2020.

Special Areas

The Plan identifies several special areas in the Library. These include a smart classroom, a computer A/V lab, and a board or conference room.

Smart Classroom: 20 stations @ 30 square feet per station, plus 50 square feet for the command center and teacher space, for a total of 650 square feet.

Computer A/V Lab: 20 stations @ @ 30 square feet per station, plus 50 square feet for the command center and teacher space, for a total of 650 square feet.

Board/Conference Room: Seating for 12 @ 25 square feet per seat plus space for a credenza and storage, for a total of 333 square feet.

The total area for these spaces is estimated at 1,333 square feet.

Special Services

The Friends Bookstore and the Friends Processing and Storage space requires 250 sf, based on the Friends' input for expected growth; resulting in a 10% increase in space allocation.

9 g. Non-Assignable Space

The above spaces represent functional areas of the Library that together make up core areas of the Library. For these areas, this space model uses a 70% efficiency ratio to calculate unassignable space. That is, about 30% of the gross square feet in the building will be unassignable space. This space includes areas like public restrooms, storage closets, mechanical system shafts, wall thickness, circulation corridors, aisles, conduit runs, elevator shafts and stairwells located within the Library's space. As this library will most likely be a multiple story building, the 30% factor is common for this type of library structure. Using this figure, unassignable space is calculated by dividing the functional space (35,580) by 0.7, which gives a gross square feet or total space needed (50,829). By subtracting the functional space (35,580) from the total space (50,829), the estimated unassignable space is calculated (15,249).

The net-to-gross square footage ratio used is based on the standards proposed by the American Library Association's handbook *Building Blocks for Planning Functional Library Space*, published in 2001.

Table 25. Non-Assignable Space

| | | Square Feet 2020 |
|----------------------|----------------|---------------------|
| Non-assignable Space | Space Standard | |
| Functional Space | .7 (30% uasf) | 35,580 |
| Gross Square Feet | | 50,829 |
| Non-assignable Space | | 15,249 |